

Shasta County

Occupational Outlook 2000 and Training Directory

**Your One-Stop Source for
Local 1997, 1998 and 1999
Occupational Information**



Shasta County Occupational Outlook 2000 (featuring 1997-1999 data)

A product of

The California Cooperative Occupational System (CCOIS)

The California Cooperative

CCOIS

Occupational Information System

Sponsored by

Shasta County Private Industry Council (PIC)

(on the web at www.shastasmart.com and www.norcalink.com)

State of California Employment Development Department,
Labor Market Information Division (EDD/LMID)

(on the web at www.calmis.ca.gov)

California Occupational Information Coordinating Committee (COOIC)

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INTRODUCTION

The occupational information in the Shasta County Occupational Outlook 2000 was collected through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This state/local partnership, known as the California Cooperative Occupational Information System (CCOIS), was initiated in 1986. This is Shasta County's fifth year of participation.

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information to aid in career decision and employee selection. (You can aid us in achieving this goal and improving future Occupational Outlooks by filling out the CCOIS User Survey Form inserted in this publication and mailing it to the address provided.)

Some key points about the Occupational Outlook 2000:

- Information in the Outlook applies specifically to Shasta County.
- The 60 occupations summarized were surveyed in 1997, 1998 and 1999 (20 for each year).
- Survey data was collected in each respective year from approximately May 15th until October 1st.
- Outlook format changes made in 1998 and 1999 allow for expanded use of percentages that were not utilized in previous editions.

Also, the supply and demand statements should be weighed before you make any training decisions. Not all occupations included may be suitable for training at this time. Conversely, omission of an occupation from the Outlook 2000 does not imply training for that occupation is inappropriate at this time. Shasta County's CCOIS project is limited in scope to 20 occupations each year. Different occupations are selected for study in successive years along with re-surveys of warranted occupations.

For those wishing to access this information electronically, the Outlook 2000 is available on the internet (along with the reports of other local partners throughout the state) at the following website:

www.calmis.cahwnet.gov/htmlfile/ccois/or.htm

USES FOR THIS REPORT

The information in the Outlook can be used by a variety of organizations and individuals for many different purposes. Some possible uses are:

- **Career Decisions**
Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages and benefits, labor supply and demand, and sources for training.
- **Program Planning**
The Outlook 2000 provides local planners and administrators with employment data, training information, placement data, occupation size, and projected growth rates. Program planners can use this data to evaluate and improve existing programs, plan new programs and eliminate outdated programs.

- **Curriculum Design**
Training providers can assess and update their curriculum based upon current employer needs and projected occupational trends indicated in the Outlook 2000.
- **Economic Development**
Government agencies and economic development organizations will find the information on occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in our labor market area.
- **Program Marketing**
Training providers can more effectively market their programs by informing students, employers, and other interested parties that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.
- **Human Resource Management**
Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

The Outlook 2000 is intended as a reference base for these and many other staffing decisions. To maximize your use of this information, please contact the CCOIS Coordinator at the Shasta County Private Industry Council at (530) 245-1584.

Each occupational summary follows the same basic format as outlined below. Please note the common abbreviations which are used throughout the publication: words per minute (wpm), years (yrs) pounds (lbs), plus (+), and (&), per hour (/hr), hours (hrs) full-time (F/T), and part-time (P/T). Other acronym abbreviations are explained within the narrative.

- **Occupational Title and Definition**
Unless otherwise indicated, the titles and descriptions used for the occupational summaries are from the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit OES code number, which can be found on the page header.
- **Alternate Titles**
These are the most commonly used job titles as reported by employers responding to our survey. At times, alternate job titles may appear to encompass other occupations; however, this is due to variation in job title usage by actual employers.
- **Number of Firms Responding**
This indicates the total number of employers answering core/required questions of our survey. (See Sample CCOIS Questionnaires in the Appendix of the Outlook 2000.) For the 1997 and 1998 survey years, required responses are on questions 2, 3, 4, 8, 10, 11, 12, 14, 17 and 18. For 1999, required responses are on questions 2, 4, 6, 7, 8, 9, 11,

USES FOR THIS REPORT (Continued)

INTERPRETATION OF OCCUPATIONAL SUMMARIES

INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

12, and 14. The number of employers contributing data elements for the Benefits tables may be less than the total number of responding firms; the actual number of contributing firms is noted when different.

- **Special Surveys**

An occupational survey is designated as “special” when the number of employers available to survey is considerably less than the normally acceptable minimum according to CCOIS guidelines. An occupation’s inclusion by this method is used when it exhibits strong career opportunity growth or merits observation for other compelling reasons. Such occupations are pre-cleared with LMID staff for suitability before surveying.

- **Wages**

Wage data enables comparison of salary ranges across occupations. Our data does not represent official prevailing wages. Rather, wages are reported as ranges based on information collected from local employers and labor unions. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. In addition, the Outlook 2000 does not include extreme wages.

The minimum wage figures used for this report are \$5.00/hr for 1997, and \$5.75/hr for 1998 and 1999.

Wages reported in Outlook 2000 are paid by employers participating in the survey for employees at three levels of experience:

- New Hires/No Experience: Wages paid to trained or untrained persons, but without prior paid experience in the occupation.
- New Hires/Experienced: Wages paid to journey-level or experienced persons just starting at the firm.
- Experienced after 3 Years with Firm: Wages generally paid to persons with three years of journey-level experience at the firm.

Wage tables reflect both non-union and union employers unless union employment in an occupation is greater than 20% and less than 80%; then separate non-union and union wage tables are used. Non-union wages are always listed first except when union employment in an occupation exceeds 50%; when the majority of employees in an occupation are union members, the union wages are given first.

- **Benefits**

Benefits data reflects employer responses to eight core employee offerings. These core responses are captured in a table with other benefits offered by employers summarized in narrative form beneath.

- **Education, Training and Experience**

This section indicates the education level required by responding employers for the occupation. For 1999 occupations, the narrative includes the primary educational accomplishment level required. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers’

INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

educational statements have been included in this report. If employers require training or certification prior to employment, the type of training or certification is noted. When related work experience is required, a range of time expressed in months is shown based on employer responses. It is also noted if prior training may be substituted for related work experience. Supplementing the data supplied by employers, LMID's California Occupational Guides were used for additional career information.

- **License/Certification**

Indicates if a prospective employee is required to have a license or certificate. Information regarding licensing/certification was obtained from EDD's Digest of Licensed Occupations, 1995 edition, and from the California License Handbook, 5th edition, 1997.

- **Qualifying Terms ("All", "Almost all", etc.)**

When reference is made using the terms "All", "Almost all", "Most", "Many", "Some" or "Few", the following guidelines apply:

- All = 100%
- Almost All = 80% up to but not including 100%
- Most = 60% up to but not including 80%
- Many = 40% up to but not including 60%
- Some = 20% up to but not including 40%
- Few = less than 20%

When reference is made using the terms "Never", "Sometimes", "Usually" or "Always", the appropriate adverb used is the result of summarizing employer responses.

- **Skills Summary**

This section contains a list of specific skills and personal traits that were identified as being important to gain entry to the occupation. The skills are listed as "Technical", "Physical", "Personal or Other" and "Basic". All skills listed for an occupation were supplied by employer responses and LMID's California Occupational Guides.

- **Supply and Demand Assessment**

Information presented here reveals the primary methods employers use to recruit applicants. For 1997 and 1998 occupations, the narrative includes the top methods used to recruit new hires. For 1999 surveyed occupations, the narrative includes only the top three methods of recruitment, unless there are competing methods with the equivalent narrative reference term (e.g. most, many); if this occurs, the additional methods are listed.

Employers also rated the degree of difficulty they had in finding two types of applicants: (1) fully experienced and qualified applicants, and (2) inexperienced applicants who meet their hiring standards.

The following terms describe the results for 1997 and 1998:

- **Very Difficult:** Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

- Somewhat Difficult: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
- A Little Difficult: Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.
- Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

The following terms describe the results for 1999:

- Very Difficult: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.
- Moderately Difficult: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.
- Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

The table reflecting employer reasons for filling vacancies in the past 12 months is comprised of four categories: (1) promotion, (2) employees leaving, (3) new positions and (4) temporary hires.

- **Annual Turnover**

Turnover is calculated for each occupation based on vacancies filled resulting from promotion or employees leaving the firm in the past 12 months. This result is then divided by the total reported employees in the occupation, yielding a rounded annual percentage rate.

- **Promotional Opportunities**

This element indicates whether or not employers promote from the studied occupation to other positions in their firm. If promotion is possible, sample job titles are cited based on employer responses.

- **Employment Trends**

This section refers to occupational employment projections provided by EDD. Employment indicators for 1997 and 1998 occupations are projected for the period 1994 through 2001. Employment indicators for 1999 occupations are projected for the period 1995 through 2002.

- ***Size of Occupation***

This is an estimated range of the number of employees found in this occupation within Shasta County. The scale used to measure occupation size varies for the three survey years:

| | Small | Medium | Large | Very Large |
|------|--------------|--------|---------|--------------|
| 1997 | less than 79 | 79-155 | 156-336 | 337 and over |
| 1998 | less than 78 | 78-154 | 155-335 | 336 and over |
| 1999 | less than 77 | 77-153 | 154-332 | 333 and over |

INTERPRETATION OF OCCUPATIONAL SUMMARIES (Continued)

- ***Job Openings from Growth***
This is an estimate of the number of net gains from job growth. Net gain equals new jobs created minus jobs lost.
- ***Job Openings from Separations***
This is an estimate of the number of job openings expected to occur as a result of workers retiring or leaving the occupation.
- ***Annual Job Growth Rate***
The expected growth rate factor for each occupation in Shasta County. This number is derived by dividing each occupation's seven year period growth projection (1994-2001 for 1997 and 1998 occupations, 1995-2002 for 1999 occupations) by Shasta County's overall period growth. This yields a comparison change factor for the occupation expressed in a percentage form. The following terms describe the annual job growth rate:
 - Much Faster than Average = 1.50 times or more
 - Faster than Average = 1.10 times to 1.49 times
 - Average = .90 times to 1.09 times
 - Slower than Average = .01 times to .89 times
 - Remain Stable = zero
 - Slow Decline = less than zero.
- **Other Information**
 - *Gender*: Indicates the percentage of male and female employees in that occupation from firms responding to the survey.
 - *Unionization*: Indicates the percentage of employees from firms responding to the survey who are union members.
 - *Where the Jobs Are (Major Employing Industries)*: Indicates the major employing industries based on EDD projections for Shasta County and responding employer data using the Standard Industrial Classification Manual. The designation "NEC" indicates industries that "Not Elsewhere Classified", providing a miscellaneous category.

The Shasta County Occupational Outlook 2000 is the product of a combined effort between the Private Industry Council (PIC) and EDD's Labor Market Information Division (LMID). PIC and LMID each have specific roles to make this publication possible. Essentially LMID provides the technical support, while PIC gathers, analyzes, produces and disseminates the information to the community. This section will describe the processes used in creating this project.

PROGRAM METHODS

Occupation Selection

PIC staff put together a preliminary list of occupations based upon:

- occupations having a substantial employment base in Shasta County,
- indicators an occupation is in-demand by employers or job seekers,
- occupations clearly defined by the Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) classification systems,
- input from local training providers, client case managers, and private sector employers, and
- the anticipated needs of personnel responsible for welfare-to-work and school-to-career initiatives.

PROGRAM METHODS (Continued)

Yearly community meetings are held with representatives present from community-based organizations, county and state government, and local businesses. The attendees review and discuss the preliminary list of occupations and participate in the final selection of the 20 occupations to be surveyed that year. The resulting list is sent to LMID for final approval, and then each occupation is defined using the appropriate OES title and code number or modified DOT code number.

Survey Sample Selection

After the occupations are selected and defined, an employer sample is generated for each occupation. LMID staff, using detailed databases of employer information and occupational staffing patterns within industries, choose a representative sample of employers for each of the occupations.

The sample is carefully reviewed by PIC survey staff and employers are added to/deleted from each occupation to obtain a sample of 40 employers (or as many as can be found for each occupation if less than 40). A minimum goal of 15 responding employers for each occupation is desired. However, if the sample is exhausted and fewer than 15 employers ultimately respond, a lesser number may be allowed.

Questionnaire Development

A standard, uniform questionnaire is used for all occupations. Sample questionnaires for each survey year are included in the Appendix.

Survey Procedures

PIC uses the following survey procedures to collect CCOIS data:

- PIC survey staff utilize the employer sample listing to obtain the telephone numbers of employers. Local directories and other resources are used to refine the listing to produce a successful survey effort. Employers found to be no longer in business or with no local addresses are eliminated from survey consideration.
- Employers are called to verify company name, address, the existence of the occupation at the company, and the name of the contact person. A description of the survey is given and participation encouraged. Employers reporting they do not employ the occupation(s) for which they are listed in the sample are eliminated from survey consideration. Employers refusing to participate at that time are also noted.
- Cover letters and questionnaires are mailed to employers listed in the refined employer sample. Employers not responding to the mailing are contacted by phone and/or fax to encourage them to mail back the questionnaires, to complete them by telephone or return them by fax.
- The returned questionnaires are reviewed by PIC survey staff and the LMID Site Analyst to monitor accuracy and completeness. Employers are contacted to clarify inconsistencies and to complete partial responses to meet our final response goals.
- If an insufficient number of responses are obtained from the finalized sample, additional employers from other sources are contacted.
- In addition to local employers, PIC staff also solicits information from labor unions, training providers, and temporary agencies to obtain a complete overview of the occupations studied.

Tabulation and Results

PIC staff enter the survey responses into a database and tabulations are produced. The data is analyzed, reviewed, and a narrative report written.

The final product is the Shasta County Occupational Outlook 2000, which provides occupational summaries for each job title and a listing of available Shasta County training providers. Each occupational summary provides information on: wages, benefits, levels of education, training, work experience, important skills, supply and demand assessment, employment trends and other information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

Projects like the Shasta County Occupational Outlook 2000 are a team effort in the most complete sense of the word, and I would like to express my gratitude to the many individuals and organizations who helped bring this year's Outlook to fruition.

Special thanks are extended to the

- employers of Shasta County for their time responding to the survey,
- educators, union representatives, professional associations, and other resource people contacted for their information and expertise, and
- community members who attended meetings and provided guidance and information in the selection of this year's survey occupations.

I am grateful for the continuing support and encouragement provided by the Shasta County Private Industry Council Board of Directors and by Private Industry Council Executive Director Don Peery.

There are three individuals to whom the Occupational Outlook 2000 is deeply indebted for their continuing guidance, wisdom and support:

- Brenda Veronie, EDD/LMID Research Analyst,
- Kathy Porter, EDD/LMID Area Analyst, and
- Anna Brassart, Private Industry Council Manager.

I would like to recognize the efforts of Elizabeth Gatewood, our LMI Technician, whose unflagging dedication to excellence and task is responsible for much of the book you are now reading, and Pat Valine, our graphics specialist, for her production design expertise.

Finally, I express my tremendous appreciation to Kelly White and the production team at House of Steno for their printing excellence in the face of tight deadlines.

Together, all the above people and groups combined forces to help create the best source of local labor data possible. Understandably, such a flood of input necessitated choices for which I was responsible. Thus, any errors, omissions and shortcomings within this work remain my own.

Matthew McCallum
January 31, 2000

PROGRAM METHODS (Continued)

ACKNOWLEDGEMENTS

Accountants and Auditors

Alternative Titles: Staff Accountant, Senior Accountant

OES Code: 211140

17 Firms Responding Representing 85 Employees

Description

Accountants and Auditors examine, analyze and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$8.87-\$11.03 | \$9.59 |
| New Hires, Experience | \$6.35-\$23.97 | \$12.93 |
| 3-Plus Years Experience | \$7.00-\$27.57 | \$16.13 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$9.59-\$11.70 | \$10.93 |
| New Hires, Experience | \$11.99-\$13.81 | \$12.89 |
| 3-Plus Years Experience | \$15.69-\$17.74 | \$16.11 |

Note: Few non-union firms with higher pay scales hire entry level workers, while other firms with lower pay scales do not hire entry level workers. This has the effect of pulling down the "Experienced" range of wages in comparison to "New Hires/No Experience".

F/T workers (95%) work an average of 40 hrs/wk; P/T workers (4%) average 30 hrs/wk; Temp/On-call workers (1%) average 40 hrs/wk. Few employers give discretionary bonuses to employees in this occupation.

Benefits

17 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 18 % |
| Dental Insurance | 59 % | 12 % |
| Vision Insurance | 59 % | 12 % |
| Life Insurance | 88 % | 18 % |
| Paid Sick Leave | 88 % | 24 % |
| Paid Vacation | 94 % | 24 % |
| Retirement Plan | 76 % | 24 % |
| Child Care | 12 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans, cafeteria benefit plans, long term disability insurance, health care reimbursement, child care reimbursement, tuition reimbursement or paid holidays. Few employers require benefit co-payments during the first year of employment or have a waiting period for certain benefits.

Education, Training and Experience

Almost all recent hires have a bachelors degree, and a few recent hires have done graduate study. Few employers require CPA certification, a bachelor degree or 3 yrs experience prior to employment. Most employers always require related work experience of 12-120 months in accounting, finance or bookkeeping. Most employers sometimes allow training as a substitute for work experience.

License/Certification

Yes, Certified Public Accountant status is required by the job. Requirements are: a bachelor degree with a minimum of 20 semester units in accounting and 10 semester units in business subjects or the reverse, or 2 CLEP exams and 10 semester units in accounting with 120 college-level semester units at an accredited institution. Must pass CPA exam and have 2-4 yrs accounting experience.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Business math
- Government accounting
- Ability to conduct an audit
- Cost accounting
- Tax accounting
- Estate planning
- Financial planning
- Ability to use accounting software
- Bondable
- Certified Public Accountant
- Verbal presentation
- Ability to write effectively
- Problem solving

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers seek spreadsheet and word processing skills in employees, and many seek database skills. Some employers seek skills in specific accounting software packages. Over the next three years, some employers noted that increased computer or other information management skills will be needed in this occupation. Obsolete skills are hand-prepared ledgers.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by newspaper ads, and many recruit by in-house promotion or transfer. Almost all employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 73% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report an 11% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as account manager, senior accountant, accounting/office manager, or finance manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 3 |
| • Employees Leaving | 6 |
| • New Positions | 6 |
| • Temporary | 0 |
| TOTAL | 15 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 260-280 employees (large)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 40 positions
- Annual Job Growth Rate: 1.1 times the average (faster than average)

Note: Actual positions filled in the past 12 months (15 positions) represent an 18% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

35% Male, 65% Female

Unionization

Yes, 22% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Accounting, auditing and bookkeeping services,
- Government (executive and legislative offices and public finance, taxation and monetary policy), and
- Saw/planning/paper mills.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Amusement and Recreation Attendants

Alternative Titles: Activities Assistants, Casino Workers, Counter Cashiers, Front Desk Attendants, Instructors, Pro-Shop Starters, Pro Assistants, Tour Guides

OES Code: 680140

16 Firms Responding Representing 175 Employees

Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|-----------------|--------|
| New Hires, No Experience | \$5.75 - \$6.57 | \$5.75 |
| New Hires, Experience | \$5.75 - \$8.00 | \$5.88 |
| 3-Plus Years Experience | \$5.75 - \$9.00 | \$7.00 |

Employment Status and Average Weekly Hours

| | % of Employees Surveyed | Hours Per Week |
|-------------------|----------------------------|-------------------|
| Full-Time | 17% | 30-40 |
| Part-Time | 66% | 21 |
| Temporary/On-Call | 1% | 17 |
| Seasonal | 17% | 31 |

Benefits

15 employers responded to this survey question.

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|----------------------|---------------|----------------------|-----------------|
| Medical | 20 % | 13 % | 0 % | 40 % |
| Dental | 7 % | 7 % | 7 % | 53 % |
| Vision | 0 % | 7 % | 0 % | 67 % |
| Life Insurance | 0 % | 0 % | 7 % | 67 % |
| Sick Leave | 20 % | 0 % | 0 % | 53 % |
| Vacation | 33 % | 0 % | 0 % | 40 % |
| Retirement Plan | 7 % | 0 % | 0 % | 67 % |
| Child Care | 7 % | 0 % | 0 % | 67 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|----------------------|---------------|----------------------|-----------------|
| Medical | 13 % | 7 % | 0 % | 53 % |
| Dental | 0 % | 7 % | 0 % | 67 % |
| Vision | 0 % | 0 % | 0 % | 73 % |
| Life Insurance | 0 % | 0 % | 0 % | 73 % |
| Sick Leave | 0 % | 0 % | 0 % | 73 % |
| Vacation | 7 % | 0 % | 0 % | 67 % |
| Retirement Plan | 0 % | 7 % | 0 % | 67 % |
| Child Care | 7 % | 0 % | 0 % | 67 % |

Other employee benefits that may be offered include commissions, tips and salary bonuses; discounts on facility memberships; and free use of the facility and/or equipment.

Education, Training and Experience

Most employers require a high school diploma or equivalent, although some employers accept less than a high school education.

While all the employers surveyed do not require previous experience, many prefer their employees have an average of 12 months experience in this occupation. Some employers will allow an average of 5 months experience in related fields (sales, cashier, customer service) to be substituted for previous experience.

Almost no employers require employers have any training prior to employment. However, a few employers require and a few employers prefer an average of 8 months training (essentially basic knowledge of specific sports depending on the nature of the business). Most employers will allow an average of 5 months training to be substituted for previous work experience.

License/Certification

None. That said, depending on the nature of the business a few employers may request their employees be certified in CPR, First Aid and/or Lifesaving, while a few may require employees hold a pro certification in the activity.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Creativity and resourcefulness
- Ability to plan individual activities
- Ability to motivate others
- Ability to work with children and adults
- Cash handling and able to use cash register

Physical Skills

- Good health and physical stamina
- Ability to stand continuously for 2 or more hours

Personal or Other Skills

- Ability to work independently
- Organizational and planning abilities
- Customer service

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Good oral communication
- Basic math

Employees may also work with neighborhood groups, conduct activities and teach classes, including activities for the aging and/or disabled.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on current employee referrals. Many employers use newspaper advertising or accept walk-in applications.

Employer Projected Occupation Growth

Almost all employers project their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 9.7% annual turnover rate.

Promotional Opportunities

Many employers we surveyed promote from this occupation to other positions, such as:

- Assistant to Manager,
- Assistant Manager,
- Manager,
- Supervisor and
- positions in Administration.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Applicable
- Inexperienced Applicants: Moderately Difficult (2.6 on a scale of 4).

Employment Trends

Number of New Hires in the Last Year

- Promotions: 2
- Employees Leaving: 15
- New Positions: 2
- Temporary: 34
- TOTAL 53

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 230-290 employees (large)
- Job Openings from Growth: 60 positions
- Job Openings from Separations: 70 positions
- Annual Job Growth Rate: 1.37 times the average (faster than average)

Other Information

Gender

42% Male, 58% Female.

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Amusement and recreation facilities, and
- Membership sports and recreation clubs.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Assemblers - Electrical and Electronic Equipment (Precision)

Alternative Titles: Electro-Mechanical Assembler, Mechanical/Wire Harness Assembler,
Electrical Technician

OES Code: 931140

6 Firms Responding Representing 21 Employees

Description

Assemblers of Electrical and Electronic Equipment-Precision assembler or modify prototypes or final assemblies or electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar and telemetering systems or appliances. Please include workers who primarily assemble electrical systems for machinery.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$8.00 | \$6.50 |
| New Hires, Experience | \$6.50-\$11.00 | \$8.00 |
| 3-Plus Years Experience | \$9.00-\$15.00 | \$12.50 |

F/T workers (90%) work an average of 40 hrs/wk;
Temp/On-call workers (10%) average 32 hrs/wk.

Benefits

6 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 83 % | 0 % |
| Dental Insurance | 50 % | 0 % |
| Vision Insurance | 0 % | 0 % |
| Life Insurance | 50 % | 0 % |
| Paid Sick Leave | 83 % | 0 % |
| Paid Vacation | 100 % | 0 % |
| Retirement Plan | 33 % | 0 % |
| Child Care | 0 % | 0 % |

Education, Training and Experience

Most employers (67%) recent hires have a high school diploma or equivalent. Few employers (17%) require 12 months of training (or certification) in an apprenticeship or community college program prior to employment. Many employers (50%) usually require related work experience of 9-60 months in electrical assembly, soldering or schematics. Most employers (67%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Understanding of electrical circuitry
- Knowledge of electronic circuitry
- Ability to read blueprints
- Ability to read schematics
- Ability to use hand tools
- Electronic component and product assembly
- Ability to perform advanced mathematical computations.

Physical Skills

- Good vision
- Possession of good color perception
- Ability to work rapidly
- Ability to perform precision work
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that PLC programming, awareness of surface-mount components, static and increased computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Many employers (50%) recruit by employees' referrals, newspaper ads (50%), private employment agencies (50%), hire unsolicited applicants (50%) or by utilizing the Employment Development Department's hiring services (50%). Most employers (67%) project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 33% annual turnover rate.

Promotional Opportunities

Many employers (83%) promote from this occupation to other positions such as lead assembler/trainer, floor manager or customer support.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 1 |
| • Employees Leaving | 6 |
| • New Positions | 2 |
| • Temporary | 2 |
| TOTAL | 11 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 270-270 employees (large)
- Job Openings from Growth: N/A
- Job Openings from Separations: N/A
- Annual Job Growth Rate: N/A

Other Information

Gender

67% Male, 33% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Woodworking machinery, instruments for measuring and testing of electricity and electrical signals,
- Surgical/medical instruments and apparatus, and
- Electronic parts and equipment (NEC).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Automotive Body and Related Repairers

Alternative Titles: Body and Paint Mechanics, Body and Paint Technician, Auto Body Technician

OES Code: 853050

15 Firms Responding Representing 90 Employees

Description

Automotive Body and Related Repairers repair, repaint and refinish automotive vehicle bodies, straighten vehicle frames and replace damaged vehicle glass.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|------------------|---------|
| New Hires, No Experience | \$5.75 - \$8.00 | \$6.00 |
| New Hires, Experience | \$5.75 - \$12.50 | \$9.59 |
| 3-Plus Years Experience | \$8.00 - \$19.50 | \$15.00 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 94% | 40 |
| Part-Time | 4% | 27 |
| Temporary/On-Call | 1% | 32 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 33 % | 7 % | 0 % | 60 % |
| Dental | 13 % | 7 % | 0 % | 80 % |
| Vision | 0 % | 7 % | 0 % | 93 % |
| Life Insurance | 20 % | 0 % | 0 % | 80 % |
| Sick Leave | 7 % | 0 % | 0 % | 93 % |
| Vacation | 53 % | 7 % | 0 % | 40 % |
| Retirement Plan | 7 % | 7 % | 0 % | 87 % |
| Child Care | 0 % | 0 % | 0 % | 100 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 0 % | 7 % | 13 % |
| Dental | 0 % | 0 % | 7 % | 13 % |
| Vision | 0 % | 0 % | 7 % | 13 % |
| Life Insurance | 0 % | 0 % | 7 % | 13 % |
| Sick Leave | 0 % | 0 % | 0 % | 20 % |
| Vacation | 7 % | 7 % | 0 % | 7 % |
| Retirement Plan | 0 % | 0 % | 0 % | 20 % |
| Child Care | 0 % | 0 % | 0 % | 20 % |

Other employee benefits that may be offered include performance bonuses. Experienced employees may receive commissions or bonuses based on a percentage of the job order.

Education, Training and Experience

Many employers require a high school diploma or equivalent, although many will accept less than a high school education.

While almost all the employers responding to the survey do not require previous experience in this occupation, they do prefer new employees have an average 29 months of previous experience. Many employers allow an average of 28 months experience in related repair work to be substituted for previous experience.

Most employers require or prefer their employees have an average of 18 months training in auto body repair and painting, although many employers do not require this kind of training. Some employers will allow an average of 10 months of training to be substituted for previous work experience.

Training programs are offered through community colleges, regional occupational programs and trade schools. Employers may require training in general shop, metal work, and metal forming and auto body repair. Many employees pick up skills informally through on-the-job experience. Some employers may require employees have their own hand tools.

License/Certification

None. However, knowledge or certification in welding and the use of a cutting torch is a major plus in this occupation.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Able to determine the appropriate repair methods
- Knowledge of vehicle construction
- Knowledge of repair techniques for all vehicles
- Understand metric measurements
- Knowledge of air/power tools
- Knowledge of proper repair compounds
- Ability to work with metal and paints
- Customized painting

Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand and walk

Personal or Other Skills

- Ability to work independently
- Ability to work with close supervision
- Aware of safety procedures
- Ability to work under pressure
- Ability to perform precision work

Basic Skills

- Ability to think logically with common sense
- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math
- Customer service

Some employers expect employees to keep current on new industry products such as paints, primers, filler compounds, fiberglass, plastics and solders.

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on current employee referrals, response to newspaper want ads or through receiving walk-in applicants.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers who represent 34% of the employees in this occupation expect their employment to grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 13.0% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Lead Painter,
- Auto Body Repair Technician,
- Journey-Level Painter, and
- Estimator.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.83 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 1
- Employees Leaving: 11
- New Positions: 2
- Temporary: 1
- TOTAL 15

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 90-110 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 1.08 times the average (average)

Other Information

Gender

92% Male, 8% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Top and body repair and paint shops,
- New and used car dealers, and
- General automotive repair shops.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Automotive Mechanics

Alternative Titles: Automotive Technician, Smog Technician, Brake/Alignment Technician

OES Code: 853020

17 Firms Responding Representing 141 Employees

Description

Automotive Mechanics adjust, repair and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Bus and Truck Mechanics, Diesel Engine Specialists and Electrical systems Specialists.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.00-\$12.00 | \$7.10 |
| New Hires, Experience | \$5.00-\$16.00 | \$10.75 |
| 3-Plus Years Experience | \$7.00-\$22.00 | \$12.25 |

F/T workers (99%) work an average of 41 hrs/wk; P/T workers (1%) average 30 hrs/wk. Some employers pay 10-20% commission on labor and/or parts in addition to hourly wages; few employers pay employees 100% by commission.

Benefits

17 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 71 % | 0 % |
| Dental Insurance | 35 % | 0 % |
| Vision Insurance | 12 % | 0 % |
| Life Insurance | 47 % | 0 % |
| Paid Sick Leave | 12 % | 0 % |
| Paid Vacation | 88 % | 0 % |
| Retirement Plan | 47 % | 0 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans. Few employers require benefit co-payments or have a waiting period for certain benefits.

Education, Training and Experience

Most recent hires have some college, but no degree and some have a high school diploma or equivalent. Many employers require ASE certification, technical school training, and smog certification or transmission repair experience. Most employers always require related work experience of 6-51

months in automotive work such as lubrication, brake/steering, smog or transmission. Many employers sometimes allow training to substitute for work experience.

License/Certification

Yes, Smog Techs must have 2 yrs of qualifying verifiable automotive experience and/or training or have completed an 80 hour clean air car course at a Bureau of Automotive Repair certified school within the previous two years. They must achieve a score of 75% on both tests in a two-part exam. Brake Adjustment Techs must achieve a passing score of 70% on a 100 question test.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate electronic automotive diagnostic equipment
- Ability to repair brakes
- Ability to repair vehicle heaters
- Ability to repair vehicle air conditioners
- Ability to repair carburetors
- Ability to implement safe work practices
- Ability to tune up engines
- Able to use arc welder
- Able to use gas welder
- Ability to repair emission controls
- Ability to repair fuel injection systems
- Able to do front end alignment
- Certified as a Smog Control Mechanic
- Possession of a Brake Check Certificate
- Certified in Auto Service Excellence (ASE)
- Certified in auto air conditioner, maintenance and repairs
- Possession of a valid driver's license

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Possession of a good DMV driving record

Basic Skills

- Basic math
- Ability to read and follow instructions

- Ability to write legibly
- Oral communication

Few employers seek database, word processing, custom software order entry and basic keyboarding skills in their employees. Over the next three years, many employers noted that increased computer skills will be needed in this occupation. Some employers noted that electronics and smog training will be needed.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by employees' referrals and hiring unsolicited applicants. Many employers recruit by newspaper ads and in-house promotion or transfers. Most employers project that this occupation will grow over the next three years.

Annual Turnover

Employers responding to the survey report a 19% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as service manager or shop foreman.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 3 |
| • Employees Leaving | 24 |
| • New Positions | 11 |
| • Temporary | 0 |
| TOTAL | 38 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 380-440 employees (very large)
- Job Openings from Growth: 60 positions
- Job Openings from Separations: 80 positions
- Annual Job Growth Rate: 2.3 times the average (much faster than average)

Other Information

Gender

100% Male, 0% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Motor vehicle dealers, and
- General automotive and transmission repair shops.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Bakers - Bread and Pastry

Alternative Titles: Doughnut/Bagel, Apprentice Baker

OES Code: 650210

15 Firms Responding Representing 60 Employees

Description

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.00-\$7.30 | \$5.08 |
| New Hires, Experience | \$5.00-\$10.00 | \$6.50 |
| 3-Plus Years Experience | \$6.00-\$12.00 | \$7.50 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$6.50-\$7.00 | \$6.75 |
| New Hires, Experience | \$7.00-\$8.50 | \$7.75 |
| 3-Plus Years Experience | \$8.00-\$13.30 | \$10.65 |

F/T workers (50%) work an average of 39 hrs/wk;
P/T workers (50%) average 24 hrs/wk.

Benefits

8 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 75 % | 38 % |
| Dental Insurance | 63 % | 38 % |
| Vision Insurance | 63 % | 38 % |
| Life Insurance | 75 % | 38 % |
| Paid Sick Leave | 75 % | 50 % |
| Paid Vacation | 100 % | 50 % |
| Retirement Plan | 63 % | 38 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans, cafeteria benefit plans. Few employers have a waiting period for certain benefits or minimum-hours-worked requirement in order to participate in certain benefits. Employee contributions may be required to receive certain benefits.

Education, Training and Experience

All recent hires have a high school diploma or equivalent. Few employers require culinary arts training prior to employment. Many employers usually require related work experience of 3-60 months in baking, doughnut or bagel making or food service. Many employers usually allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Mastery of baking equipment
- Pastry making
- Pastry decorating

Physical Skills

- Pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hrs
- Ability to lift at least 25 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication
- Basic math

Over the next three years, few employers noted that computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers recruit by employees' referrals and most hire unsolicited applicants. Many employers are evenly divided in projecting whether this occupation will remain stable or grow. However,

employers having 58% of the employees in this occupation predict it will grow over the next three years.

Annual Turnover

Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as sales, certified trainer, supervisor or manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 2 |
| • Employees Leaving | 10 |
| • New Positions | 5 |
| • Temporary | 2 |
| TOTAL | 19 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001:

- Size of Occupation: 100-130 employees (medium)
- Job Openings from Growth: 30 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 4.3 times the average (much faster than average)

Other Information

Gender

62% Male, 38% Female

Unionization

Yes, 10% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Groceries and related products (NEC)
- Grocery stores, and
- Retail bakeries.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Bartenders

Alternative Titles: Mixologists

OES Code: 650050

16 Firms Responding Representing 66 Employees

Description

Bartenders mix and serve alcoholic and non-alcoholic drinks to patrons of bars following standard recipes.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|-----------------|--------|
| New Hires, No Experience | \$5.75 - \$6.00 | \$5.75 |
| New Hires, Experience | \$5.75 - \$6.50 | \$5.75 |
| 3-Plus Years Experience | \$5.75 - \$7.00 | \$6.00 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 29% | 38 |
| Part-Time | 64% | 21 |
| Temporary/On-Call | 5% | 8 |
| Seasonal | 3% | 34 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 13 % | 19 % | 6 % | 31 % |
| Dental | 13 % | 19 % | 6 % | 31 % |
| Vision | 0 % | 6 % | 6 % | 56 % |
| Life Insurance | 6 % | 6 % | 0 % | 56 % |
| Sick Leave | 13 % | 6 % | 0 % | 50 % |
| Vacation | 25 % | 6 % | 0 % | 38 % |
| Retirement Plan | 6 % | 6 % | 6 % | 50 % |
| Child Care | 0 % | 0 % | 0 % | 69 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 0 % | 0 % | 81 % |
| Dental | 0 % | 0 % | 0 % | 81 % |
| Vision | 0 % | 0 % | 0 % | 81 % |
| Life Insurance | 0 % | 0 % | 0 % | 81 % |
| Sick Leave | 0 % | 0 % | 0 % | 81 % |
| Vacation | 0 % | 0 % | 0 % | 81 % |
| Retirement Plan | 0 % | 0 % | 0 % | 81 % |
| Child Care | 0 % | 0 % | 0 % | 81 % |

Other employee benefits that may be offered include earning tips and incentive bonuses; and the option to work additional hours.

Education, Training and Experience

Most employers require employees to have a high school diploma or equivalent, although some employers will accept less than a high school education.

Most employers prefer employees have an average of 15 months previous experience in this occupation. Many employers will allow an average of 13 months experience in related fields (food service, cocktail service) to be substituted for previous experience.

Few employers require or prefer their employees have training in this field prior to employment. Many firms will allow an average of 2 months of training to be substituted for previous work experience.

License/Certification

None. However, employees must be of legal drinking age (21 years old) and employers will require proof of age.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to follow purchasing procedures
- Cash handling and ability to use cash register
- Inventory control techniques
- Knowledge of drink recipes

Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills

- Good memory skills
- Ability to deal effectively with difficult people
- Ability to work independently
- Ability to work under pressure
- Good people skills
- Listening skills

Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Oral communication
- Basic math

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on current employee referrals and through receiving walk-in applicants. Many employers hire through the response to newspaper want ads.

Employer Projected Occupation Growth

Almost all employers project their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 36.4% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Head Bartender, and
- Bar Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.79 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 5
- Employees Leaving: 19
- New Positions: 0
- Temporary: 0
- TOTAL 24

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 200-210 employees (large)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 50 positions
- Annual Job Growth Rate: 0.24 times the average (slower than average)

Other Information

Gender

42% Male, 58% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Drinking places,
- Eating places,
- Civic and social associations, and
- Hotels and motels.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Bill and Account Collectors

Alternative Titles: Credit/Collections Clerk, Billing Clerks, Account Representative, Collector and Collection Agent, Patient Account Representative, Accounts Receivable Clerk
OES Code: 535080 15 Firms Responding Representing 60 Employees

Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. This description does not include collectors of money from coin boxes.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|------------------|--------|
| New Hires, No Experience | \$6.00 - \$9.59 | \$7.27 |
| New Hires, Experience | \$7.00 - \$9.59 | \$8.00 |
| 3-Plus Years Experience | \$7.96 - \$12.50 | \$9.78 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 65% | 40 |
| Part-Time | 35% | 19 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 60 % | 27 % | 7 % | 7 % |
| Dental | 33 % | 13 % | 0 % | 53 % |
| Vision | 27 % | 7 % | 7 % | 60 % |
| Life Insurance | 53 % | 7 % | 0 % | 40 % |
| Sick Leave | 87 % | 0 % | 0 % | 13 % |
| Vacation | 100 % | 0 % | 0 % | 0 % |
| Retirement Plan | 40 % | 27 % | 27 % | 7 % |
| Child Care | 0 % | 0 % | 7 % | 93 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 0 % | 0 % | 27 % |
| Dental | 0 % | 0 % | 0 % | 27 % |
| Vision | 0 % | 0 % | 0 % | 27 % |
| Life Insurance | 0 % | 0 % | 0 % | 27 % |
| Sick Leave | 13 % | 0 % | 0 % | 13 % |
| Vacation | 13 % | 0 % | 0 % | 13 % |
| Retirement Plan | 7 % | 0 % | 0 % | 20 % |
| Child Care | 0 % | 0 % | 0 % | 27 % |

Other employee benefits that may be offered include 401(k) retirement plans; cafeteria benefit plans; paid holidays; and performance related bonuses.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent. A few firms require a 2-year associate degree, while a few others will accept less than a high school education.

Most employers responding to the survey require or prefer new employees have on average 20 months previous experience in this occupation. Most employers allow an average of 16 months experience in related fields (accounting, banking) to be substituted for previous experience.

While no employers require prior training in this field, a few prefer employees have an average of 8 months training in accounting and computer skills. Some employers will allow an average of 8 months of training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to use a computer or accounting system
- Ability to write effectively
- Ability to communicate with difficult people
- Telephone etiquette
- Maintain detailed records
- Knowledge of collection laws

Physical Skills

- Ability to sit for prolonged periods

Personal or Other Skills

- Ability to work independently
- Able to work flexible hours
- Ability to handle crisis situations
- Ability to work under pressure
- Ability to pay attention to detail

Basic Skills

- Ability to write legibly
- Oral communication
- Basic math

Employers prefer some knowledge of accounting, computers, word processing and math. Employees must be able to speak and write well. They also need to be persistent, patient, be able to maintain detailed records and have good negotiation skills to handle stressful situations since they may deal with angry clients.

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on the response to newspaper want ads. Many employers hire through job orders filled by private employment agencies and by receiving walk-in applicants.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers representing 62% of the employees in this occupation expect their employment to grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 15.0% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- AP Clerk,
- Administration Liaison,
- Collection Supervisor,
- Regional Staff.
- Office Manager, and
- General Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.25 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- | | |
|----------------------|----|
| • Promotions: | 2 |
| • Employees Leaving: | 7 |
| • New Positions: | 3 |
| • Temporary: | 1 |
| TOTAL | 13 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 50-70 employees (small)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 0 positions
- Annual Job Growth Rate: 1.94 times the average (much faster than average)

Other Information

Gender

10% Male, 90% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Adjustment and collection services,
- Home health care services, and
- Help supply services (employment agencies).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Billing, Cost and Rate Clerks

Alternative Titles: Insurance Billing Clerk, Sales Support Staff, Medical Billing Specialist

OES Code: 553440

19 Firms Responding Representing 60 Employees

Description

Billing, Cost and Rate Clerks compile data, compute fees and charges and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating and bookkeeping machines. Please do not include workers whose primary duty is operation of special office machines such as billing, posting and calculating machines. Also, do not include workers who calculate charges for passenger transportation.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$6.00-\$8.50 | \$7.13 |
| New Hires, Experience | \$7.33-\$11.20 | \$8.50 |
| 3-Plus Years Experience | \$7.65-\$15.14 | \$11.00 |

F/T workers (88%) work an average of 40 hrs/wk;
P/T workers (10%) average 24 hrs/wk; Seasonal workers (2%) average 40 hrs/wk.

Benefits

19 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 16 % |
| Dental Insurance | 53 % | 16 % |
| Vision Insurance | 32 % | 5 % |
| Life Insurance | 58 % | 5 % |
| Paid Sick Leave | 84 % | 21 % |
| Paid Vacation | 89 % | 21 % |
| Retirement Plan | 84 % | 11 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: profit sharing, paid holidays or cafeteria benefit plans. Employers may make certain benefits available for F/T workers to purchase. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits.

Education, Training and Experience

Many employers (53%) recent hires have some college, but no degree or a high school diploma or equivalent (42%). Many employers (42%) require 6-24 months of training (or certification) in medical or insurance billing, medical terminology, collections or accounting prior to employment. Many employers (53%) usually require related work experience of 1-24 months in medical or insurance billing, coding, customer service or administrative functions. Almost all employers (89%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Data entry
- Record keeping
- Alphabetic and numeric filing
- Bookkeeping
- Ability to operate 10-key by touch
- Statistical typing
- Ability to follow billing procedures
- Telephone answering
- Ability to write effectively
- Ability to type at least 45 wpm

Physical Skills

- Ability to sit continuously for 2 or more hours

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers (63%) seek word processing skills in employees. Some employers (37%) seek database

skills or other skills such as medical billing, Medical Manager usage or basic computer/keyboarding skills (26%). Few employers (16%) seek spreadsheet skills in employees. Over the next three years, employers noted that Medicare knowledge, electronic billing and coding and updated computer skills will be needed in this occupation. Obsolete skills noted were the use of paper billing systems.

Supply and Demand Assessment

Recruitment Methods

Most employers (74%) recruit by employees' referrals, by newspaper ads (63%) or by in-house promotion or transfer (63%). Most employers (68%) project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 15% annual turnover rate.

Promotional Opportunities

Most employers (63%) do not promote from this occupation to other positions. Some employers (37%) do promote to supervisor, assistant manager or manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 0 |
| • Employees Leaving | 9 |
| • New Positions | 4 |
| • Temporary | 1 |
| TOTAL | 14 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 190-200 employees (large)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 40 positions
- Annual Job Growth Rate: 0.4 times the average (slower than average)

Other Information

Gender

3% Male, 97% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Offices and clinics of doctors of medicine,
- General medical and surgical hospitals,
- Accounting, auditing and bookkeeping services, and
- Medical laboratories.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

Alternative Titles: Accounting Specialist, Senior Clerk

OES Code: 553380

15 Firms Responding Representing 52 Employees

Description

Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Please do not include individuals whose primary duty is operating special office machines.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$6.00-\$10.36 | \$7.99 |
| New Hires, Experience | \$6.00-\$12.28 | \$9.35 |
| 3-Plus Years Experience | \$8.00-\$15.14 | \$12.00 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$8.53-\$8.53 | \$8.53 |
| New Hires, Experience | \$8.53-\$8.53 | \$8.53 |
| 3-Plus Years Experience | \$9.40-\$9.40 | \$9.40 |

F/T workers (81%) work an average of 40 hrs/wk;
P/T workers (19%) average 26 hrs/wk.

Benefits

15 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 93 % | 27 % |
| Dental Insurance | 60 % | 7 % |
| Vision Insurance | 47 % | 0 % |
| Life Insurance | 67 % | 13 % |
| Paid Sick Leave | 60 % | 27 % |
| Paid Vacation | 80 % | 27 % |
| Retirement Plan | 80 % | 20 % |
| Child Care | 20 % | 7 % |

Other benefits that may be offered are: cafeteria benefit plans or disability insurance. Employers may prorate benefits for P/T workers.

Education, Training and Experience

Most employers (73%) recent hires have some college, but no degree. Few employers (13%) require 12-24 months of training (or certification) in college business/accounting instruction or clerical coursework prior to employment. Most employers (60%) always require related work experience of 12-36 months in bookkeeping, accounting, and billing or computer skills. Most employers (73%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Accounting
- Ability to conduct an audit
- Bookkeeping
- Ability to operate 10-key by touch
- Payroll processing
- Bondable
- Ability to use spreadsheet software
- Ability to use word processing software
- Ability to use database software
- Telephone answering
- Ability to write effectively

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to pay attention to detail
- Public contact

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers (87%) seek spreadsheet skills and word processing skills (80%) in employees. Many employers (47%) seek database skills and some (20%) seek other skills such as accounting software or 10-key usage. Few employers (7%) seek desktop publishing skills in employees. Over the next three years, employers noted that increased computer skills and accounting program usage will be needed in this occupation. Obsolete skills noted were manual posting, shorthand and knowledge of DOS-based programs.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (87%) recruit by newspaper ads. Many employers (53%) recruit by employees' referrals or in-house promotion or transfer (53%). Almost all employers (93%) project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 13% annual turnover rate.

Promotional Opportunities

Most employers (67%) promote from this occupation to other positions, such as senior accounting specialist, office/store manager or accountant (when credential/schooling is obtained).

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|---|
| • Promotions | 3 |
| • Employees Leaving | 4 |
| • New Positions | 0 |
| • Temporary | 0 |
| TOTAL | 7 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 1080-1090 employees (very large)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 120 positions
- Annual Job Growth Rate: 0.1 times the average (slower than average)

Other Information

Gender

0% Male, 100% Female

Unionization

Yes, 23% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Local government, accounting, auditing and bookkeeping services,
- Elementary and secondary schools, and
- Grocery stores.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Child Care Workers

Alternative Titles: Child Care Provider, Child Care Technician, Child Care Assistant, Day Care/Pre-School Teachers, Direct Care Staff

OES Code: 680380

16 Firms Responding Representing 268 Employees

Description

Child Care Workers attend children at school, businesses and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This description does not include workers whose primary function is to teach in a structured setting.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.75-\$8.00 | \$6.00 |
| New Hires, Experience | \$5.75-\$8.20 | \$6.63 |
| 3-Plus Years Experience | \$6.13-\$9.50 | \$7.90 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 50% | 41 |
| Part-Time | 43% | 24 |
| Temporary/On-Call | 6% | 10 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 47 % | 7 % | 0 % | 40 % |
| Dental | 33 % | 7 % | 13 % | 40 % |
| Vision | 40 % | 0 % | 7 % | 47 % |
| Life Insurance | 47 % | 0 % | 0 % | 47 % |
| Sick Leave | 60 % | 0 % | 0 % | 33 % |
| Vacation | 80 % | 0 % | 0 % | 13 % |
| Retirement Plan | 7 % | 20 % | 7 % | 60 % |
| Child Care | 7 % | 20 % | 0 % | 67 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 7 % | 7 % | 67 % |
| Dental | 0 % | 7 % | 7 % | 67 % |
| Vision | 7 % | 0 % | 7 % | 67 % |
| Life Insurance | 7 % | 0 % | 7 % | 67 % |
| Sick Leave | 13 % | 0 % | 0 % | 67 % |
| Vacation | 33 % | 0 % | 0 % | 47 % |
| Retirement Plan | 7 % | 0 % | 0 % | 73 % |
| Child Care | 7 % | 20 % | 0 % | 53 % |

Other employee benefits that may be offered include receiving free meals; and earning days-off as a bonus.

Education, Training and Experience

Almost all employers require employees to have a high school diploma or equivalent. A few firms require a two-year associate degree, while a few others will accept less than a high school education.

Almost all employers responding to the survey prefer new employees to have on average 12 months previous experience in this occupation. Many employers allow an average of 16 months experience in related fields (teacher's aide, instructional aide) to be substituted for previous experience.

Many employers require (and a few do not require but prefer) an average of 12 months training, specifically in early childhood education. Most employers will allow an average of 8 months training to be substituted for previous work experience.

License/Certification:

Child care centers are subject to California Department of Social Services licensing regulations. All child care workers must be in good health – a chest x-ray is required – and have criminal record clearance, including fingerprinting. Some previous experience in caring for children is also necessary. Regulations require applicants be 18 years of age.

Employers may require applicants possess an early childhood education certificate. CPR and First Aid certification may also be required by employers.

Child care workers can receive a Children's Center Instructional Permit, issued by the California Commission on Teacher Credentialing, after they complete 24 hours of early childhood education courses and 16 hours toward a bachelor degree. Emergency instructional permits can be granted to child care workers who have completed 12 hours of early childhood education courses, and have a minimum of two years children's center experience. These emergency permits are granted when there is a shortage of teachers in this field.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Assist in the care, supervision and learning activities of children
- Knowledge of early childhood education or be certified
- CPR and First Aid certified

Physical Skills

- Must pass a health screening and chest x-ray

Personal or Other Skills

- Ability to interact with children, parents and staff
- Understanding of a variety of cultures
- Ability to handle crisis situations
- Possession of a clean police record
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communications

Employers look for knowledge in early childhood development, knowledge of child guidance principles and practices and the ability to work harmoniously with children, parents and staff members.

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on the response of newspaper want ads. Many employers staff via current employee referrals, in-house promotions or transfers and direct referrals from colleges and universities.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers representing 49% of the employees in this occupation expect their employment to grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 20.8% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as:

- Associate Teacher,
- Head Teacher,
- Weekend Supervisor,
- Program Manager or Facility Manager, and
- Assistant Director.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.86 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- | | |
|----------------------|----|
| • Promotions: | 13 |
| • Employees Leaving: | 43 |
| • New Positions: | 23 |
| • Temporary: | 15 |
| TOTAL | 94 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 140-230 employees (large)
- Job Openings from Growth: 90 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 3.12 times the average (much faster than average)

Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

Other Information

Gender

21% Male, 79% Female

Unionization

Yes. 13% of the employers responding to the survey are unionized, representing 4% of the workforce.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Residential care facilities,
- Child day care services,
- Civic and social associations, and
- Religious organizations.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Computer Network Technicians

Alternative Titles: Computer/Technology Support Technician, Service Technician, Telecom Technician

OES Code: 033.162-996 (modified DOT code)

17 Firms Responding Representing 53 Employees

Description

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications and usage.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$21.61 | \$10.07 |
| New Hires, Experience | \$6.50-\$24.31 | \$11.51 |
| 3-Plus Years Experience | \$9.75-\$27.01 | \$14.96 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$9.06-\$16.81 | \$11.14 |
| New Hires, Experience | \$9.99-\$19.34 | \$14.20 |
| 3-Plus Years Experience | \$10.49-\$26.37 | \$16.48 |

F/T workers (92%) work an average of 39 hrs/wk;
P/T workers (4%) average 29 hrs/wk; Temp/On-call workers (4%) average 40 hrs/wk.

Benefits

16 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 94 % | 31 % |
| Dental Insurance | 75 % | 31 % |
| Vision Insurance | 75 % | 31 % |
| Life Insurance | 75 % | 25 % |
| Paid Sick Leave | 88 % | 50 % |
| Paid Vacation | 94 % | 50 % |
| Retirement Plan | 88 % | 44 % |
| Child Care | 13 % | 6 % |

Other benefits that may be offered are: administrative leave, accidental death and dismemberment

insurance, long term disability insurance, discount stock purchase or employee credit union availability. Employers may have waiting periods for P/T workers for certain benefits.

Education, Training and Experience

Some employers (29%) recent hires have some college, but no degree, a high school diploma or equivalent (29%) or a bachelor degree (24%). Some employers (35%) require 12-24 months of training (or certification) in college level coursework with computers, information systems or field specific licensing/certification prior to employment. Many employers (59%) always require related work experience of 6-48 months in computer specialist/technician networking, hardware/software or radio/telephone technician positions. Most employers (76%) sometimes allow training to substitute for work experience.

License/Certification

None, except in the case of radio/telephone computer network technicians who may need Federal Communications Commission (FCC) licensing or National Association of Business and Educational Radio (NABER) certification.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of microcomputer hardware and operating systems
- Ability to use operating manuals
- Knowledge of software applications
- Knowledge of system integration
- Knowledge of Internet, Ethernet and UNIX
- Understanding of local area networks (LAN)
- Understanding of wide area networks (WAN)
- Ability to evaluate new software
- Ability to write effectively
- Ability to troubleshoot
- Ability to utilize good teaching techniques

Personal or Other Skills

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure
- Customer service
- Ability to communicate with computer literate staff
- Ability to communicate technical information to non-technical staff

Basic Skills

- Basic Math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers (76%) seek spreadsheet, word processing (76%) and database (65%) skills in employees. Many employers (53%) seek desktop publishing skills or other skills such as DOS, Windows 95, Windows NT, UNIX, Computer-Aided Design (CAD), Token Ring, Ethernet, Internet and operating systems experience. Over the next three years, employers noted that Fast Ethernet, Completed Audiophile Transmission System (CATS) cabling standards, connectivity knowledge and staying current with industry technology will be needed in this occupation. Obsolete skills noted were analog microwave knowledge, DOS and DOS-based programs and stand-alone system administration.

Supply and Demand Assessment

Recruitment Methods

Most employers (71%) recruit by newspaper ads or by in-house promotion of transfer (65%). Many employers (59%) recruit by employees' referrals. Most employers (71%) project that this occupation will remain stable over the next three years. However, these same employers were responsible for 61% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 6% annual turnover rate.

Promotional Opportunities

Most employers (71%) promote from this occupation to other positions, such as group leader, service department manager, or office supervisor/manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 1 |
| • Employees Leaving | 2 |
| • New Positions | 12 |
| • Temporary | 3 |
| TOTAL | 18 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 100-130 employees (medium)
- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.5 times the average (much faster than average)

Other Information

Gender

83% Male, 17% Female

Unionization

Yes, 43% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Computer and computer software stores, and
- General medical and surgical hospitals.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Cooks - Specialty Fast Foods

Alternative Titles: Pizza Cook, Kitchen Employee, Team/Crew Member

OES Code: 650320

15 Firms Responding Representing 196 Employees

Description

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos or fish & chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.00-\$5.25 | \$5.00 |
| New Hires, Experience | \$5.00-\$6.00 | \$5.00 |
| 3-Plus Years Experience | \$5.25-\$8.00 | \$6.50 |

F/T workers (33%) work an average of 29-39 hrs/wk; P/T workers (66%) average 25 hrs/wk; Seasonal workers (2%) average 28 hrs/wk. Few employers start new hires at a training wage which is 85% of the minimum wage (\$4.25/hr) or more for the first 160 hours of employment.

Benefits

6 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 67 % | 33 % |
| Dental Insurance | 17 % | 0 % |
| Vision Insurance | 0 % | 0 % |
| Life Insurance | 17 % | 0 % |
| Paid Sick Leave | 17 % | 33 % |
| Paid Vacation | 83 % | 33 % |
| Retirement Plan | 33 % | 0 % |
| Child Care | 0 % | 0 % |

Education, Training and Experience

Almost all recent hires have a high school diploma or equivalent. Few recent hires have less than a high school diploma or equivalent. Many employers never require related work experience, but some employers sometimes require related work experience of 3-12 months in food prep, fast food cooking, cashiering or

waiter/waitress work. Many employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate a cash register

Physical Skills

- Ability to pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 30 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, few employers noted that learning to use computer technology to process orders will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers recruit by employees' referrals and most hire unsolicited applicants. Most employers project that this occupation will grow over the next three years.

Annual Turnover

Employers responding to the survey report a 31% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions such as supervisor, shift manager, assistant manager or manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 18 |
| • Employees Leaving | 42 |
| • New Positions | 24 |
| • Temporary | 15 |
| TOTAL | 99 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 320-360 employees (very large)
- Job Openings from Growth: 40 positions
- Job Openings from Separations: 70 positions
- Annual Job Growth Rate: 1.8 times the average (much faster than average)

Other Information

Gender

41% Male, 59% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Eating places, and
- Amusement and recreation services (NEC).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Correction Officers and Jailers

Alternative Titles: Deputy Sheriff

OES Code: 630170

2 Firms Responding Representing 62 Employees

Description

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison or other point, traveling by automobile or public transportation and may be designated deputy guard. This occupation includes Deputy Sheriffs who spends the majority of their time guarding prisoners in county correctional institutions.

Wages

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$13.61-\$13.61 | \$13.61 |
| New Hires, Experience | \$13.55-\$13.81 | \$13.68 |
| 3-Plus Years Experience | \$15.25-\$22.07 | \$18.66 |

F/T workers (92%) work an average of 40 hrs/wk;
Temporary/On-call workers (8%) average 20 hrs/wk.

Benefits

2 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 0 % |
| Dental Insurance | 100 % | 0 % |
| Vision Insurance | 100 % | 0 % |
| Life Insurance | 100 % | 0 % |
| Paid Sick Leave | 100 % | 0 % |
| Paid Vacation | 100 % | 0 % |
| Retirement Plan | 100 % | 0 % |
| Child Care | 0 % | 0 % |

Education, Training and Experience

All recent hires have an associate degree. One employer requires completion of P.O.S.T. academy training prior to employment. One employer always requires related work experience of 12-24 months as a deputy sheriff or correction officer. One employer sometimes allows training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to plan and organize the work of others
- Supervising
- Ability to administer emergency first aid
- Possession of a Firearms Qualifications Card
- Ability to write effectively

Physical Skills

- Ability to pass a pre-employment medical examination
- Ability to pass a physical performance test

Personal or Other Skills

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Basic skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Both employers seek word processing skills in employees. Over the next three years, one employer noted that increased computer knowledge will be needed; the other employer noted that enhanced communications or interpersonal skills will be needed in the occupation.

Supply and Demand Assessment

Recruitment Methods

One employer recruits by in-house promotion or transfer and the other employer recruits by internal personnel applicant lists. Both employers project that his occupation will remain stable over the next three years. However, hiring in the past 12 months indicates a growth pattern consistent with projected county employment trends in this occupation. (See Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 13% annual turnover rate.

Promotional Opportunities

Both employers promote from this occupation to other positions such as sergeant, lieutenant or captain.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: not difficult
- Inexperienced Applicants: not difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 2 |
| • Employees Leaving | 6 |
| • New Positions | 0 |
| • Temporary | 2 |
| TOTAL | 10 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 50-70 employees (small)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 5.7 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (10 positions) represent a 16% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

74% Male, 26% Female

Unionization

Yes, 100% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Correctional institutions.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Cost Estimators

Alternative Titles: Field Estimator, Engineer/Estimator

OES Code: 219020

15 Firms Responding Representing 41 Employees

Description

Cost Estimators prepare cost estimates for manufacturing of products, construction projects or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$6.50-\$32.98 | \$9.79 |
| New Hires, Experience | \$8.50-\$36.67 | \$18.25 |
| 3-Plus Years Experience | \$12.00-\$40.80 | \$23.49 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | N/A | N/A |
| New Hires, Experience | \$20.00-\$20.00 | \$20.00 |
| 3-Plus Years Experience | \$30.00-\$30.00 | \$30.00 |

F/T workers (76%) work an average of 41 hrs/wk;
Seasonal workers (24%) average 40 hrs/wk.

Benefits

13 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 92% | 0% |
| Dental Insurance | 54% | 0% |
| Vision Insurance | 23% | 0% |
| Life Insurance | 31% | 0% |
| Paid Sick Leave | 62% | 0% |
| Paid Vacation | 85% | 0% |
| Retirement Plan | 69% | 0% |
| Child Care | 0% | 0% |

Other benefits that may be offered are: paid holidays.

Education, Training and Experience

Many employers (40%) recent hires have an associate degree. Some employers (33%) require 12-60 months of training (or certification) in estimating, material assembly or give preference to hire with degrees in construction management or engineering prior to

employment. Most employers (73%) always require related work experience of 24-60 months in estimating, bidding or construction. Many employers (47%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to prepare flow charts
- Accounting
- Ability to read blueprints
- Cost estimating
- Basic construction
- Understanding of building codes
- Ability to use spreadsheet software
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Analytical

Personal or Other Skills

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (53%) seek spreadsheet and word processing (53%) skills in employees. Some employers (27%) seek database skills and few (7%) seek CAD and engineering software skills. Over the next three years, employers noted that computer experience and use of computer estimating programs will be needed in this occupation. Obsolete skills noted were manual methods of estimating.

Supply and Demand Assessment

Recruitment Methods

Many employers (57%) recruit by newspaper ads, by employees' referrals (50%), through private employment agencies (43%) or by in-house promotion or transfer (43%). Most employers (73%) project that this occupation will remain stable over the next three years. However, these same employers were responsible for 55% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 15% annual turnover rate.

Promotional Opportunities

Many employers (53%) do not promote from this occupation to other positions. Many others (47%) do promote to shop or project manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 1 |
| • New Positions | 5 |
| • Temporary | 0 |
| TOTAL | 11 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 110-140 employees (medium)
- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.2 times the average (much faster than average)

Other Information

Gender

98% Male, 2% Female

Unionization

Yes, 5% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Highway and street construction (except elevated highways),
- Electrical work,
- General contractors (single-family houses), and
- Plumbing, heating and air conditioning.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Counter and Rental Clerks

Alternative Titles: Front Desk/Counter Person/Attendant, Counter Clerk, Customer Service Representative

OES Code: 490170

16 Firms Responding Representing 140 Employees

Description

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning and storage. They may compute cost and accept payment.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$8.00 | \$5.75 |
| New Hires, Experience | \$5.75-\$10.00 | \$5.88 |
| 3-Plus Years Experience | \$5.75-\$14.00 | \$7.38 |

F/T workers (30%) work an average of 39 hrs/wk;
P/T workers (70%) average 24 hrs/wk.

Benefits

8 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 63 % | 13 % |
| Dental Insurance | 25 % | 13 % |
| Vision Insurance | 13 % | 13 % |
| Life Insurance | 38 % | 0 % |
| Paid Sick Leave | 25 % | 13 % |
| Paid Vacation | 75 % | 13 % |
| Retirement Plan | 38 % | 13 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans, cafeteria benefit plans or long term disability insurance. Employers may have waiting periods for P/T workers for certain benefits.

Education, Training and Experience

Many employers (56%) recent hires have a high school diploma or equivalent. Some employers (25%) require 1-3 months of training (or certification) in cardiopulmonary resuscitation (CPR), cash register or computer use or making change prior to employment. Many employers (50%) never require related work experience. Many employers (44%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Cash handling
- Ability to use a calculator
- Ability to operate a cash register
- Bondable

Physical Skills

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (19%) seek word processing skills, database skills (13%) or other skills such as knowledge of video software programs (6%) in employees. Over the next three years, employers noted that computer, computerized cash register and Internet skills will be needed in this occupation. Obsolete skills noted were the need for mechanical knowledge.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (81%) recruit by employees' referrals. Most employers (63%) recruit by newspaper ads and many hire unsolicited applicants (56%). Most employers (63%) project that this occupation will remain stable over the next three years. However, these same employers were responsible for 55% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 33% annual turnover rate.

Promotional Opportunities

Almost all employers (81%) promote from this occupation to other positions, such as office/store manager, assistant manager or supervisor.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 41 |
| • New Positions | 5 |
| • Temporary | 9 |
| TOTAL | 60 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 200-250 employees (large)
- Job Openings from Growth: 50 positions
- Job Openings from Separations: 50 positions
- Annual Job Growth Rate: 2.1 times the average (much faster than average)

Other Information

Gender

44% Male, 56% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Video tape rental shops,
- Amusement and recreation services (NEC),
- Department stores,
- Passenger car rental, and
- Dry-cleaning plants (except rug cleaning).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Dental Assistants

Alternative Titles: Registered Dental Assistants

OES Code: 660020

18 Firms Responding Representing 58 Employees

Description

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.90-\$8.00 | \$7.00 |
| New Hires, Experience | \$6.50-\$12.00 | \$9.50 |
| 3-Plus Years Experience | \$8.26-\$13.82 | \$11.50 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 88% | 35 |
| Part-Time | 12% | 19 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 50 % | 22 % | 0 % | 28 % |
| Dental | 22 % | 17 % | 0 % | 61 % |
| Vision | 6 % | 6 % | 0 % | 89 % |
| Life Insurance | 17 % | 11 % | 0 % | 72 % |
| Sick Leave | 61 % | 6 % | 0 % | 33 % |
| Vacation | 89 % | 6 % | 0 % | 6 % |
| Retirement Plan | 44 % | 22 % | 0 % | 33 % |
| Child Care | 0 % | 11 % | 0 % | 89 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 0 % | 0 % | 28 % |
| Dental | 6 % | 0 % | 0 % | 22 % |
| Vision | 0 % | 0 % | 0 % | 28 % |
| Life Insurance | 0 % | 0 % | 0 % | 28 % |
| Sick Leave | 6 % | 0 % | 0 % | 22 % |
| Vacation | 11 % | 0 % | 0 % | 17 % |
| Retirement Plan | 6 % | 0 % | 0 % | 22 % |
| Child Care | 0 % | 0 % | 0 % | 28 % |

Other employee benefits that may be offered include Simple IRA matching of 3% of employees' salaries; and providing financial support for continuing education.

Education, Training and Experience

All employers require a high school diploma or equivalent.

All employers responding to the survey either require (a few employers) or prefer (almost all employers) new employees have an average of 12 months previous experience in this occupation. Some employers allow an average of 11 months experience in related fields (medical assistant) to be substituted for previous experience.

Almost all employers either require (most employers) or prefer (some employers) employees have an average of 12 months training in dental assisting. Most employers will allow an average of 7 months of training to be substituted for previous work experience.

License/Certification

Some employers require their employees receive registered dental assistant (RDA) certification and obtain a x-ray license.

RDAs must graduate from an approved educational training program or have done satisfactory work as a dental assistant for 18 months and pass the RDA written and performance test. RDAs must meet continuing educational requirements for renewal of their certification every two years.

The California Dental Assistants Association recommends a one or two year training program approved by the Council on Dental Education of the American Dental Association.

Dental assistant schools are also responsible for radiation safety training and providing certification necessary for dental assistants to legally take x-rays.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of dental materials and procedures
- Ability to perform or assist with dental procedures

- Safety and protective procedures
- Patient record keeping
- Possession of a X-ray License

Personal or Other Skills

- Ability to write effectively
- Willingness to work closely with others
- Ability to calm and comfort patients

Basic Skills

- Ability to read and follow instructions
- Oral communications
- Customer service
- Detailed oriented

A few employers also expect their dental assistants learn dental scheduling and billing, which are often skills required for advancement.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on the response of newspaper want ads. Most employers hire through current employee referrals, while many employers accept walk-in applicants.

Employer Projected Occupation Growth

Almost all employers project their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 25.8% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Registered Dental Assistant,
- Head Dental Assistant,
- Clinical/Back Office Coordinator,
- Front Office Staff, and
- Office Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.80 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 1
- Employees Leaving: 14
- New Positions: 4
- Temporary: 0
- TOTAL 19

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 160-240 employees (large)
- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 2.43 times the average (much faster than average)

Other Information

Gender:

0% Male, 100% Female

Unionization

None. All the employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Offices and clinics of dentists.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Dental Hygienists

Alternative Titles: Registered Dental Hygienist (RDH)

OES Code: 329080

17 Firms Responding Representing 32 Employees

Description

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$20.00-\$34.00 | \$31.25 |
| New Hires, Experience | \$20.00-\$35.00 | \$31.25 |
| 3-Plus Years Experience | \$25.00-\$37.50 | \$33.63 |

F/T workers (44%) work an average of 29-40 hrs/wk; P/T workers (53%) average 15 hrs/wk; Temp/On-call workers (3%) average 6 hrs/wk. Few employers pay commissions of 10% on work done or give daily bonuses of \$10 - \$50 to employees with 3+ yrs experience with the firm.

Benefits

14 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 64 % | 7 % |
| Dental Insurance | 50 % | 7 % |
| Vision Insurance | 14 % | 0 % |
| Life Insurance | 7 % | 0 % |
| Paid Sick Leave | 64 % | 21 % |
| Paid Vacation | 79 % | 21 % |
| Retirement Plan | 57 % | 0 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans or profit sharing, after a minimum waiting period.

Education, Training and Experience

Most recent hires have an associate degree and some have a bachelor degree. Few recent hires have done graduate study. Most employers require Registered Dental Hygienist (RDH) certification prior to employment. Few employers require a bachelor degree in Dental Hygiene. Many employers always require related work experience of 6-23 months as a

registered dental hygienist. Many employers sometimes allow training to substitute for work.

License/Certification

Yes, The Committee on Dental Auxiliaries offers a performance exam upon graduation from a board-approved dental hygiene program.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to follow laboratory procedures
- Supervision
- Ability to perform or assist with dental procedures
- Understanding of good diet and nutrition
- General clerical
- Record keeping
- Knowledge of anesthesiology
- Possession of a Radiation Safety Certificate
- Ability to write effectively

Personal or Other Skills

- Willingness to work with close supervision
- Public contact
- Ability to work independently

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers seek word processing skills in employees. Over the next three years, few employers noted that increased computer skills, sealant placement or anesthesia usage skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by newspaper ads and many recruit by employees' referrals. Many employers are divided in projecting whether this occupation will remain stable or grow. However, employers having

72% of the employees in this occupation predict it will grow over the next three years.

Annual Turnover

Employers responding to the survey report a 25% annual turnover rate.

Promotional Opportunities

Almost all employers do not promote from this occupation to other positions.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 0 |
| • Employees Leaving | 8 |
| • New Positions | 2 |
| • Temporary | 0 |
| TOTAL | 10 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 110-130 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.6 times the average (much faster than average)

Other Information

Gender

0% Male, 100% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Offices and clinics of dentists.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Education Administrators

Alternative Titles: Principal, Education Director, Superintendent, Instructional Center Directors

OES Code: 150050

20 Firms Responding Representing 104 Employees

Description

Education Administrators plan, organize, direct, control, or coordinate the educational activities of colleges, universities, vocational, technical, post-secondary, secondary, or elementary schools. This description includes administrators of separate training and instructional organizations (or programs) in private business or other agencies.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$16.50-\$29.12 | \$19.18 |
| New Hires, Experience | \$17.50-\$34.52 | \$22.76 |
| 3-Plus Years Experience | \$18.26-\$38.36 | \$25.43 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 97% | 45 |
| Part-Time | 2% | 28 |
| Temporary/On-Call | 1% | 16 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 70 % | 20 % | 0 % | 5 % |
| Dental | 75 % | 15 % | 0 % | 5 % |
| Vision | 70 % | 15 % | 0 % | 10 % |
| Life Insurance | 75 % | 0 % | 0 % | 20 % |
| Sick Leave | 75 % | 0 % | 0 % | 20 % |
| Vacation | 70 % | 5 % | 0 % | 20 % |
| Retirement Plan | 25 % | 40 % | 0 % | 30 % |
| Child Care | 0 % | 0 % | 0 % | 95 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 5 % | 0 % | 0 % | 5 % |
| Dental | 5 % | 0 % | 0 % | 5 % |
| Vision | 5 % | 0 % | 0 % | 5 % |
| Life Insurance | 0 % | 0 % | 0 % | 10 % |
| Sick Leave | 5 % | 0 % | 0 % | 5 % |
| Vacation | 0 % | 0 % | 0 % | 10 % |
| Retirement Plan | 5 % | 0 % | 0 % | 5 % |
| Child Care | 0 % | 0 % | 0 % | 10 % |

Other employee benefits that may be offered include performance bonuses; income protection plans; and disability insurance.

Education, Training and Experience

Most employers require their employees to have completed some form of graduate study although some employers are willing to accept a bachelor degree and a few will accept a high school diploma or equivalent.

Almost all employers responding to the survey either require (some employers) or prefer (most employers) that new employees have on average 32 months previous experience in this occupation. Many employers allow an average of 26 months experience in related fields (teacher) to be substituted for previous experience.

Many employers require their employees have an average of 36 months training prior to employment to achieve their California Administrative credentials. Some firms allow an average of 11 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to plan and organize the work of others
- Budget analysis
- Counseling
- Ability to write effectively
- Supervisory skills
- Ability to maintain financial records
- Ability to apply teaching techniques
- Problem solving abilities
- Verbal presentation

Personal or Other Skills

- Ability to interact well with others
- Leadership
- Willingness to work nights, week-ends and holidays
- Willingness to travel
- Ability to work independently

- Ability to deal effectively with difficult individuals
- Ability to manage multiple priorities
- Sensitive to multi-cultural environment
- Ability to work under pressure

Basic Skills

- Ability to write legibly
- Oral communication
- Basic math

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on direct recruitment from colleges and universities and through the response of newspaper want ads. Many employers hire through advertisements placed in trade journals and from their existing employees via in-house promotions and transfers.

Employer Projected Occupation Growth

Almost all employers project their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 22.0% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as:

- Director,
- Assistant to Superintendent,
- Superintendent, and
- Supervisor III.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.57 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.08 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 7
- Employees Leaving: 16
- New Positions: 0
- Temporary: 0
- TOTAL 23

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 150-200 employees (large)
- Job Openings from Growth: 50 positions
- Job Openings from Separations: 30 positions
- Annual Job Growth Rate: 1.62 times the average (much faster than average)

Other Information

Gender

58% Male, 42% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Junior colleges, and
- Child day care services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Electricians

Alternative Titles: Electrical Technician, Journey-Level Electricians, Apprentice Electricians

OES Code: 872020

15 Firms Responding Representing 146 Employees

Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This description includes Protective Signal Installers and Repairers and Street Light Servicers.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$7.00-\$10.00 | \$8.00 |
| New Hires, Experience | \$8.63-\$15.50 | \$10.00 |
| 3-Plus Years Experience | \$10.00-\$18.00 | \$16.00 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$17.18-\$26.85 | \$22.02 |
| New Hires, Experience | \$12.84-\$26.85 | \$22.11 |
| 3-Plus Years Experience | \$13.48-\$27.12 | \$23.65 |

Note: Union wages reflect contracts with three different unions. Only a few union employers on the best-paying contract hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 93% | 40 |
| Part-Time | 3% | 27 |
| Temporary/On-Call | 1% | 37 |
| Seasonal | 3% | 31 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 27 % | 47 % | 0 % | 27 % |
| Dental | 27 % | 40 % | 0 % | 33 % |
| Vision | 20 % | 13 % | 0 % | 67 % |
| Life Insurance | 27 % | 20 % | 0 % | 53 % |
| Sick Leave | 7 % | 7 % | 0 % | 87 % |
| Vacation | 47 % | 7 % | 0 % | 47 % |
| Retirement Plan | 47 % | 13 % | 0 % | 40 % |
| Child Care | 0 % | 7 % | 7 % | 87 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 7 % | 0 % | 13 % |
| Dental | 0 % | 7 % | 0 % | 13 % |
| Vision | 0 % | 0 % | 0 % | 20 % |

| | | | | |
|-----------------|-----|-----|-----|------|
| Life Insurance | 0 % | 7 % | 0 % | 13 % |
| Sick Leave | 0 % | 0 % | 0 % | 20 % |
| Vacation | 7 % | 0 % | 0 % | 13 % |
| Retirement Plan | 7 % | 0 % | 0 % | 13 % |
| Child Care | 0 % | 0 % | 0 % | 20 % |

Education, Training and Experience

Almost all employers require a high school diploma or equivalent, although a few will accept less than a high school education.

Almost all employers responding to the survey either require (many employers) or prefer (some employers) new employees have an average of 26 months previous experience in this occupation. A few employers will allow an average of 18 months experience in related fields (laborer, construction worker) to be substituted for previous experience.

Most employers either require (many employers) or prefer (some employers) employees have an average of 23 months training in electrical work, either through completing an apprenticeship or via a vocational program. Most employers will allow an average of 22 months training to be substituted for previous work experience.

License/Certification

Entrance into the trade is through apprenticeship or (for non-union members) on-the-job training.

Apprenticeship programs require 7200 to 8000 hours to complete and graduates receive a Certificate of Completion" from the California Division of Apprenticeship Standards.

Alternatively, graduates of an electrical construction and maintenance program from a vocational or trade college work initially as trainees, and gain journey-level status after six months to two years.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Apprenticeship completed
- Knowledge of electrical building codes
- Knowledge of electrical safety codes

- Familiarity with materials and techniques of construction
- Thorough knowledge of the principles of electricity
- Able to follow blueprint and building specifications
- Able to track and repair electrical problems

Physical Skills

- Good physical condition
- Must have good vision - no color blindness
- Finger and manual dexterity
- Pass a pre employment physical examination
- Able to work in confined areas
- Able to work flexible hours

Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Willingness to work with close supervision
- Ability to pay attention to detail
- Problem solving techniques
- Customer service

Basic Skills

- Ability to think logically
- Ability to write legibly
- Oral communication

Electricians need to know not only new installation, but have the ability to diagnose and locate breakdowns, correct the problem(s) and restore service quickly.

Supply and Demand Assessment

Recruitment Methods

Many employers hire new employees based on current employee referrals, by the response to newspaper want ads, and via accepting walk-in applicants.

Employer Projected Occupation Growth

Most employers project that their employment in this occupation will remain stable over the next 24 months. However, some employers representing 45% of the employees in this occupation expect their employment to grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 4.7% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as:

- Supervisor or supervising electrician,
- Project manager, and
- Foreperson.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

| | |
|----------------------|----|
| • Promotions: | 0 |
| • Employees Leaving: | 7 |
| • New Positions: | 10 |
| • Temporary: | 8 |
| TOTAL | 25 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 230-250 employees (large)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 40 positions
- Annual Job Growth Rate: 0.42 times the average (slower than average)

Other Information

Gender

99% Male, 1% Female

Unionization

Yes, 40% of the employers responding to the survey are unionized, representing 30% of the workforce.

Where the Jobs Are (Major Employing Industries)

- General electrical installation and repair firms,
- Government (state, county and city), and
- Sawmills and related companies.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Financial Managers

Alternative Titles: Branch Manager, Finance Director, Controller, Finance Service Manager, Chief Fiscal Officer

OES Code: 130020

22 Firms Responding Representing 26 Employees

Description

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. This description includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$10.00-\$24.98 | \$17.16 |
| New Hires, Experience | \$10.00-\$24.98 | \$16.69 |
| 3-Plus Years Experience | \$14.00-\$35.96 | \$19.47 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 100% | 44 |
| Part-Time | 0% | 0 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 55 % | 36 % | 5 % | 5 % |
| Dental | 45 % | 27 % | 9 % | 18 % |
| Vision | 41 % | 18 % | 9 % | 32 % |
| Life Insurance | 59 % | 18 % | 5 % | 18 % |
| Sick Leave | 73 % | 14 % | 0 % | 14 % |
| Vacation | 82 % | 14 % | 0 % | 5 % |
| Retirement Plan | 45 % | 32 % | 0 % | 23 % |
| Child Care | 5 % | 5 % | 5 % | 86 % |

Other employee benefits that may be offered include 401(k) retirement plans; disability insurance; and performance bonuses.

Education, Training and Experience

Many employers require a bachelor degree, while a few employers accept a two-year associate degree and some employers require only a high school diploma or equivalent.

All employers responding to the survey either require (many employers) or prefer (many employers) new employees have an average of 36 months previous

experience in this occupation. Many employers allow an average of 26 months experience in related fields (supervising, accounting, bookkeeping) to be substituted for previous experience.

A few employers require (and a few more employers prefer) that their employees to have an average of 24 months training in financial management. A few employers will allow an average of 18 months of training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Business math
- Ability to plan and organize the work of others
- Report writing
- Cost accounting
- Understanding of regulations affecting financial institutions
- Ability to apply techniques of statistical analysis
- Ability to analyze securities
- Financial planning
- Budget analysis
- Cost analysis
- Ability to hire and assign personnel
- Ability to interpret actuarial and probability of loss tables
- Ability to use computers in accounting applications
- Verbal presentation
- Ability to perform advanced mathematical computations
- Confidentiality

Physical Skills

- Ability to sit for long periods of time

Personal or Other Skills

- Ability to comprehend information quickly
- Ability to work independently
- Ability to work under pressure

- Ability to write effectively
- Ability to exercise patience

Basic Skills

- Ability to read and follow directions
- Oral communication

Financial Managers need training and experience in accounting/bookkeeping and a knowledge of specialized accounting software. Duties may involve calculating employee wages from timecards, issuing payroll checks, keeping accurate records of accounts and financial arrangements, balancing company journals with the monthly bank statement, entering financial information into journals, ledgers or accounting software, and examining documents such as expense accounts, commissions payments, cash receipts, bank records and inventory records.

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on the response to newspaper want ads. Some employers staff through in-house promotions and transfers, via referrals from private employment agencies, from the response to postings on the internet and through current employee referrals.

Employer Projected Occupation Growth

Almost all employers project that their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 15% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Associate Director,
- Director,
- Division Manager,
- General Manager, and
- Executive Director.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 0
- Employees Leaving: 4
- New Positions: 1
- Temporary: 0
- TOTAL 5

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 390-460 employees (very large)
- Job Openings from Growth: 70 positions
- Job Openings from Separations: 50 positions
- Annual Job Growth Rate: 0.87 times the average (slower than average)

Other Information

Gender

38% Male, 62% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- State and national commercial banks,
- Construction firms,
- Hotels and motels,
- Medical and dental offices and clinics,
- Accounting, auditing and bookkeeping firms,
- Residential care facilities, and
- Government (state, county, and city).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

First Line Supervisors and Manager/Supervisors - Sales and Related Occupations

Alternative Titles: Department Manager/Head, Area Coordinator/Sales Manager, Group Merchandiser

OES Code: 410020

17 Firms Responding Representing 84 Employees

Description

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing and personnel work.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$11.12 | \$6.25 |
| New Hires, Experience | \$5.75-\$16.78 | \$9.11 |
| 3-Plus Years Experience | \$5.75-\$23.97 | \$11.51 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$11.00-\$11.00 | \$11.00 |
| New Hires, Experience | \$11.00-\$14.50 | \$12.75 |
| 3-Plus Years Experience | \$12.00-\$15.00 | \$13.50 |

F/T workers (94%) work an average of 42 hrs/wk;
P/T workers (4%) average 30 hrs/wk; Temp/On-call workers (2%) average 20 hrs/wk.

Benefits

16 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 13 % |
| Dental Insurance | 75 % | 6 % |
| Vision Insurance | 44 % | 0 % |
| Life Insurance | 75 % | 6 % |
| Paid Sick Leave | 63 % | 19 % |
| Paid Vacation | 88 % | 19 % |
| Retirement Plan | 75 % | 13 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans, paid holidays, long-term disability insurance or cafeteria benefit plans. Employers may have waiting periods for F/T workers for certain benefits.

Education, Training and Experience

Many employers (47%) recent hires have some college, but no degree or a high school diploma or equivalent (41%). Some employers (24%) require 1-48 months of training (or certification) in accounting, computer and cash register usage, in-house sales experience or give preference to hire with a bachelor degree prior to employment. Many employers (59%) always require related work experience of 8-60 months in sales, supervision or management. Many employers (47%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Business math
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Report writing
- Ability to apply sales techniques
- Record keeping
- Bookkeeping
- Ability to hire and assign personnel
- Verbal presentation
- Ability to write effectively
- Problem solving

Personal or Other Skills

- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (18%) seek spreadsheet, word processing (18%), database (12%), desktop publishing (12%) and other skills such as use of point-of-sale software or Windows in employees. Over the next three years, employers noted that computer, computerized cash register and increase people management skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers (65%) recruit by in-house promotion or transfer. Some employers (35%) recruit by newspaper ads or by utilizing the Employment Development Department's hiring services (29%). Most employers (71%) project that this occupation will remain stable over the next three years. However, these same employers were responsible for 72% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities

Almost all employers (81%) promote from this occupation to other positions, such as assistant manager, purchasing manager, and store manager or district/regional manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 12 |
| • New Positions | 1 |
| • Temporary | 0 |
| TOTAL | 18 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001:

- Size of Occupation: 810-930 employees (very large)
- Job Openings from Growth: 120 positions
- Job Openings from Separations: 110 positions
- Annual Job Growth Rate: 1.2 times the average (faster than average)

Other Information

Gender

43% Male, 57% Female

Unionization

Yes, 19% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Grocery stores,
- Lumber and other building materials dealers,
- Motor vehicle dealers (new and used), and
- Department stores.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Food Preparation Workers

Alternative Titles: Deli Worker, Cafeteria Assistant, Diet Aide

OES Code: 650380

15 Firms Responding Representing 110 Employees

Description

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, and chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.00-\$6.00 | \$5.00 |
| New Hires, Experience | \$5.00-\$6.10 | \$5.50 |
| 3-Plus Years Experience | \$5.84-\$8.00 | \$6.50 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$6.72-\$7.38 | \$7.05 |
| New Hires, Experience | \$7.43-\$7.75 | \$7.59 |
| 3-Plus Years Experience | \$7.43-\$8.50 | \$7.97 |

F/T workers (43%) work an average of 16-39 hrs/wk; P/T workers (56%) average 18 hrs/wk; Temp/On-call workers (1%) average 8 hrs/wk.

Benefits

11 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 64 % | 27 % |
| Dental Insurance | 55 % | 27 % |
| Vision Insurance | 27 % | 27 % |
| Life Insurance | 36 % | 18 % |
| Paid Sick Leave | 45 % | 27 % |
| Paid Vacation | 91 % | 27 % |
| Retirement Plan | 45 % | 27 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans or cafeteria benefit plans. Some employers have a minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training and Experience

Almost all recent hires have a high school diploma or equivalent. Few recent hires have less than a high school diploma or equivalent. Many employers never require related work experience, but some employers sometimes require related work experience of 3-11 months in dish washing, food prep/service or prep cooking. Many employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Sandwich making
- Ability to operate a cash register
- Salad making
- Certified as a food handler
- Knowledge of sanitary work environment
- Ability to handle multiple food orders in a timely fashion

Physical Skills

- Ability to pass a pre-employment medical examination
- Ability to stand continuously for 2 or more hours
- Ability to work rapidly
- Ability to lift at least 30 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- High standards of personal cleanliness
- Public contact
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by employees' referrals and newspaper ads. Many employers hire unsolicited applicants and utilize the Employment Development Department's hiring services. Most employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 51% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover

Employers responding to the survey report a 32% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as cook, assistant manager or manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 11 |
| • Employees Leaving | 24 |
| • New Positions | 2 |
| • Temporary | 2 |
| TOTAL | 39 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 690-760 employees(very large)
- Job Openings from Growth: 70 positions
- Job Openings from Separations: 70 positions
- Annual Job Growth Rate: 1.4 times the average (faster than average)

Note: Actual positions filled in the past 12 months (39 positions) represent a 35% increase for that period, which is consistent with the 1994-2001 designation of faster than average.

Other Information

Gender

19% Male, 81% Female

Unionization

Yes, 35% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Skilled nursing care facilities, and
- Eating places.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Gardeners, Groundskeepers - except Farm

Alternative Titles: Landscaper, Landscape Maintenance Person, Laborer

OES Code: 790300

16 Firms Responding Representing 85 Employees

Description

Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Please do not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.00-\$8.00 | \$6.00 |
| New Hires, Experience | \$5.15-\$9.00 | \$6.50 |
| 3-Plus Years Experience | \$6.25-\$12.00 | \$8.65 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$8.99-\$10.12 | \$10.03 |
| New Hires, Experience | \$9.92-\$10.45 | \$10.12 |
| 3-Plus Years Experience | \$10.09-\$11.29 | \$11.17 |

F/T workers (60%) work an average of 40 hrs/wk; P/T workers (12%) average 19 hrs/wk; Temp/On-call workers (1%) average 6 hrs/wk; Seasonal workers (27%) average 39 hrs/wk.

Benefits

11 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 82 % | 9 % |
| Dental Insurance | 45 % | 0 % |
| Vision Insurance | 27 % | 0 % |
| Life Insurance | 36 % | 0 % |
| Paid Sick Leave | 73 % | 9 % |
| Paid Vacation | 100 % | 9 % |
| Retirement Plan | 45 % | 9 % |
| Child Care | 9 % | 0 % |

Other benefits that may be offered are: long-term disability insurance or a payroll deduction for child care. Few employers may require a co-payment on benefits during the first year of employment or have a waiting period for certain benefits.

Education, Training and Experience

Most recent hires have a high school diploma or equivalent and some college, but no degree. Few employers require ornamental horticulture classes, spraying or mechanical skills prior to employment. Many employers usually require related work experience of 12-36 months in groundskeeping, landscaping or maintenance. Most employers sometimes allow training to substitute for work experience.

License/Certification

None, except in the event that a person performs pest control for hire incidental to their business of maintenance gardening; in such cases the individual needs a Pest Control Business License. Information can be obtained from the Licensing and Certification Program of the California Department of Pesticide Regulation or the County Agricultural Commissioner's Office in Sacramento, CA.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of horticulture
- Lawn and garden care
- Pruning
- Plumbing repair
- Knowledge of gardening tools
- Ability to operate tractors
- Knowledge of pesticides and herbicides
- Sprinkler repair
- Possession of a valid driver's license

Physical Skills

- Ability to lift at least 75 lbs repeatedly

Personal or Other Skills

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Public contact
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, few employers noted that safety training will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by newspaper ads and many recruit by employees' referrals. Most employers project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions such as crew leader, foreman or supervisor.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 2 |
| • Employees Leaving | 15 |
| • New Positions | 6 |
| • Temporary | 23 |
| TOTAL | 46 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 140-150 employees (medium)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 1.0 times the average (average)

Other Information

Gender

95% Male, 5% Female

Unionization

Yes, 15% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Lawn and garden services,
- Membership sports and recreation clubs, and
- Colleges, universities and professional schools.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

General Managers and Top Executives

Alternative Titles: Store Manager, Personnel Manager, Employment Programs Manager, Executive Director, Executive Vice President

OES Code: 190050

17 Firms Responding Representing 30 Employees

Description

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. This description does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$10.33-\$31.84 | \$20.78 |
| New Hires, Experience | \$7.67-\$31.84 | \$19.18 |
| 3-Plus Years Experience | \$8.72-\$39.79 | \$23.26 |

Note: Not all employers hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 100% | 48 |
| Part-Time | 0% | 0 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 65 % | 29 % | 0 % | 6 % |
| Dental | 35 % | 35 % | 6 % | 24 % |
| Vision | 41 % | 24 % | 0 % | 35 % |
| Life Insurance | 71 % | 12 % | 0 % | 18 % |
| Sick Leave | 71 % | 6 % | 0 % | 24 % |
| Vacation | 94 % | 6 % | 0 % | 0 % |
| Retirement Plan | 47 % | 35 % | 6 % | 12 % |
| Child Care | 0 % | 12 % | 0 % | 88 % |

Other employee benefits that may be offered include 401(k) retirement plans; holiday pay; reimbursement of medical expenses; cafeteria benefit plans; clothing allowances; and performance bonuses.

Education, Training and Experience

All employers require at very least a high school diploma or equivalent. Some employers require a two-year associate degree and some employers require a bachelor degree. A few employers require their employees to have completed graduate studies.

Almost all employers responding to the survey either require (many employers) or prefer (many employers) employees have an average of 45 months previous experience in this occupation. Many employers will allow an average of 45 months experience in related fields (accounting, supervisory) to be substituted for previous experience.

Many employers either require (some employers) or prefer (a few employers) employees have an average of 29 months training in management and accounting. A few employers will allow an average of 32 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to lead and supervise management team
- Knowledge or background in human resources and/or accounting
- Ability to hire management/staff personnel
- Ability to apply management techniques
- Problem solving

Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Ability to delegate effectively
- Customer service

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communication
- Business math

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees using in-house promotions and transfers. Many employers hire based on the response of newspaper want ads, while some hire based on the response of trade journal advertisements.

Employer Projected Occupation Growth

Almost all employers project that their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 16.6% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Director of Operations,
- District Manager or District Supervisor,
- Buyer, and
- President and CEO.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.25 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 1
- Employees Leaving: 4
- New Positions: 0
- Temporary: 0
- TOTAL 5

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 1730-1980 employees (very large)
- Job Openings from Growth: 250 positions
- Job Openings from Separations: 260 positions
- Annual Job Growth Rate: 0.70 times the average (slower than average)

Other Information

Gender

77% Male, 23% Female

Unionization

Yes, 6% of the employers responding to the survey are unionized, representing 20% of the workforce.

Where the Jobs Are (Major Employing Industries)

- Grocery stores,
- Eating places,
- Residential care facilities,
- Individual and family services,
- Hospitals,
- Elementary and secondary schools, and
- Government (state, county and city).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

General Office Clerks

Alternative Titles: Clerk, Clerk Typist, Office Assistant

OES Code: 553470

19 Firms Responding Representing 102 Employees

Description

General Office Clerks performs a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation and filing. Please do not include workers whose duties are narrowly defined.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.00-\$8.39 | \$6.00 |
| New Hires, Experience | \$5.87-\$9.03 | \$7.00 |
| 3-Plus Years Experience | \$6.00-\$11.00 | \$9.00 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$8.11-\$11.23 | \$9.15 |
| New Hires, Experience | \$8.11-\$11.23 | \$9.91 |
| 3-Plus Years Experience | \$9.35-\$12.33 | \$10.53 |

F/T workers (64%) work an average of 40 hrs/wk;
P/T workers (29%) average 23 hrs/wk; Temp/On-call workers (7%) average 30 hrs/wk.

Benefits

19 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 95 % | 11 % |
| Dental Insurance | 74 % | 11 % |
| Vision Insurance | 47 % | 5 % |
| Life Insurance | 74 % | 16 % |
| Paid Sick Leave | 89 % | 32 % |
| Paid Vacation | 89 % | 32 % |
| Retirement Plan | 84 % | 21 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans, disability insurance, cafeteria benefit plans or paid time off. Few employers have a waiting period or minimum-hours-worked requirement in order to participate in certain benefits or requires employees to pay for dependents' insurance coverage.

Education, Training and Experience

Many recent hires have some college, but no degree and many have a high school diploma or equivalent. Some employers require typing certification, clerical/office skills training or knowledge of insurance codes prior to employment. Many employers usually require related work experience of 3-24 months in general office clerical or secretary/receptionist tasks. Most employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Record keeping
- Alphabetic and numeric filing
- Ability to operate 10-key by touch
- Ability to operate a transcribing machine
- English grammar, spelling and punctuation
- Telephone answering
- Ability to write effectively
- Ability to type at least 45 wpm

Personal or Other Skills

- Ability to perform routine and repetitive work
- Willingness to work with close supervision
- Public contact
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers seek word processing skills in employees and many seek spreadsheet skills. Some employers also seek database skills in employees. Over the next three years, many employers noted that increased computer or other information management skills will be needed in this occupation. Obsolete

skills are typing, shorthand, operation of mechanical office equipment and paper job-costing/bookkeeping.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by in-hours promotion or transfer and many recruit by newspaper ads. Most employers project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 9% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as higher level clerk classifications, senior office assistant or office manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 3 |
| • Employees Leaving | 6 |
| • New Positions | 5 |
| • Temporary | 0 |
| TOTAL | 14 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 1580-1670 employees (very large)
- Job Openings from Growth: 90 positions
- Job Openings from Separations: 270 positions
- Annual Job Growth Rate: 0.8 times the average (slower than average)

Other Information

Gender

3% Male, 97% Female

Unionization

Yes, 64% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Executive and legislative offices combined with government offices,
- Community colleges and technical institutes,
- Grocery stores, and
- Individual and family social services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Hairdressers, Hairstylists and Cosmetologists

Alternative Titles: Stylist, Salon Technician

OES Code: 680050

14 Firms Responding Representing 114 Employees

Description

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. This description does not include Shampooers, Manicurists, and Beauty School Instructors.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$6.50 | \$5.75 |
| New Hires, Experience | \$5.75-\$7.14 | \$5.78 |
| 3-Plus Years Experience | \$5.75-\$11.10 | \$6.25 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 75% | 39 |
| Part-Time | 25% | 21 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 29 % | 14 % | 7 % | 43 % |
| Dental | 14 % | 0 % | 14 % | 64 % |
| Vision | 0 % | 0 % | 14 % | 79 % |
| Life Insurance | 21 % | 0 % | 0 % | 71 % |
| Sick Leave | 21 % | 0 % | 0 % | 71 % |
| Vacation | 50 % | 0 % | 7 % | 36 % |
| Retirement Plan | 7 % | 0 % | 0 % | 86 % |
| Child Care | 0 % | 0 % | 0 % | 93 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 0 % | 7 % | 57 % |
| Dental | 0 % | 0 % | 7 % | 57 % |
| Vision | 0 % | 0 % | 7 % | 57 % |
| Life Insurance | 0 % | 0 % | 0 % | 64 % |
| Sick Leave | 0 % | 0 % | 0 % | 64 % |
| Vacation | 14 % | 0 % | 7 % | 43 % |
| Retirement Plan | 0 % | 0 % | 0 % | 64 % |
| Child Care | 0 % | 0 % | 0 % | 64 % |

Other employee benefits that may be offered include commissions offsetting base salary; earning tips; and commissions and bonuses on product sales.

Education, Training and Experience

Many employers require a high school diploma or equivalent. However, many other employers are willing to accept less than a high school education.

A few employers require and most employers prefer that new employees have an average of 21 months previous experience in this occupation. No employers responding to our survey were willing to accept experience in a related field as a substitute.

All employers require employees have an average of 11 months training at cosmetology or beauty school. Some employers will allow an average of 10 months training to be substituted for previous work experience.

License/Certification

Hairstylists must pass an examination given by the California Board of Cosmetology. The examination is a part written/part practical demonstration of the candidate's ability.

Candidates for examination must hold at least a 10th grade education, be at least 17 years old and have completed 1600 hours of approved cosmetology instruction. A less common method of qualifying for the examination is to work as an apprentice for two years in a beauty salon under the supervision of a licensed Cosmetologist and attend 350 hours of classroom instruction.

Cosmetologist licenses are renewed every 2 years.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to follow patron's instructions
- Ability to explain and suggest new products and beauty treatments
- Able to work flexible work hours
- Ability to schedule appointments
- Inventory control on salon products

Physical Skills

- Ability to stand for 2 hours or more at a time
- Care in handling certain chemical products

Personal or Other Skills

- Ability to listen carefully to customers instructions
- Pleasant and friendly manner
- Professional appearance and hygiene
- Neat and orderly work station
- Ability to work independently

Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to suggest, advise and explain beauty treatments to their customers

Cosmetologists require excellent customer service skills, and must keep current on new styles and products via continuing education. Cosmetologists may also need to purchase their own equipment to perform their job.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on the response to newspaper want ads. Most employers staff via current employee referrals, while many employers utilize direct referrals from schools and programs.

Employer Projected Occupation Growth

Many employers (representing 53% of the workforce) project their employment in this occupational will grow over the next 24 months. However, many employers (representing 47% of the workforce) project their employment in this occupation to remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 29.8% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as:

- Assistant or Shift Manager,
- Salon or Store Manager, and
- General Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

| | |
|----------------------|----|
| • Promotions: | 7 |
| • Employees Leaving: | 27 |
| • New Positions: | 8 |
| • Temporary: | 1 |
| TOTAL | 43 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 120-190 employees (large)
- Job Openings from Growth: 70 positions
- Job Openings from Separations: 30 positions
- Annual Job Growth Rate: 2.83 times the average (much faster than average)

Other Information

Gender

2% Male, 98% Female

Unionization:

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries):

- Beauty shops, and
- Department stores.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Heating, Air Conditioning, Refrigeration Mechanics and Installers

Alternative Titles: Service Technician, Journey-Level Service Technician, Mechanical Craftworker

OES Code: 859020

15 Firms Responding Representing 102 Employees

Description

Heating, Air Conditioning, and Refrigeration (aka HACR) Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This description does not include workers who do only plumbing and pipefitting work.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$6.00-\$8.00 | \$7.51 |
| New Hires, Experience | \$7.00-\$16.00 | \$12.53 |
| 3-Plus Years Experience | \$14.00-\$20.65 | \$15.06 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$20.15-\$20.15 | \$20.15 |
| New Hires, Experience | \$12.84-\$30.70 | \$14.68 |
| 3-Plus Years Experience | \$13.48-\$34.72 | \$17.90 |

Note: Union wages reflect contracts with three different unions. Only a few union employers on the best-paying contract hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 87% | 39 |
| Part-Time | 9% | 22 |
| Temporary/On-Call | 2% | 40 |
| Seasonal | 2% | 25 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 60 % | 20 % | 0 % | 20 % |
| Dental | 33 % | 13 % | 0 % | 53 % |
| Vision | 13 % | 13 % | 0 % | 73 % |
| Life Insurance | 40 % | 0 % | 0 % | 60 % |
| Sick Leave | 27 % | 0 % | 0 % | 73 % |
| Vacation | 67 % | 0 % | 0 % | 33 % |
| Retirement Plan | 33 % | 33 % | 7 % | 27 % |
| Child Care | 0 % | 0 % | 7 % | 93 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 7 % | 7 % | 0 % | 27 % |
| Dental | 0 % | 0 % | 0 % | 40 % |
| Vision | 0 % | 0 % | 0 % | 40 % |
| Life Insurance | 7 % | 0 % | 0 % | 33 % |
| Sick Leave | 0 % | 0 % | 0 % | 40 % |
| Vacation | 7 % | 0 % | 0 % | 33 % |
| Retirement Plan | 7 % | 7 % | 0 % | 27 % |
| Child Care | 0 % | 0 % | 0 % | 40 % |

Other employee benefits that may be offered include holiday pay; performance bonuses; and commissions.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent. A few employers require a two-year associate degree. Conversely, a few employers will accept less than a high school education.

Almost all employers responding to the survey either require (many employers) or prefer (many employers) that new employees have an average of 34 months previous experience in this occupation. Many employers allow an average of 26 months experience in related fields (plumbing, welding, electrical) to be substituted for previous experience.

Most employers require (and a few employers prefer) employees have an average of 23 months training in HACR mechanics and installation. Many employers will allow an average of 24 months training to be substituted for previous work experience.

License/Certification

The usual training for HACR mechanics in unionized areas is completing a 4 to 5 year apprenticeship. Applicants must be at least 18 years old and achieve passing scores on written and oral examinations measuring both knowledge and motivation to enter the program. Apprenticeships consist of classroom work combined with on-the-job training.

Certification is also available at community colleges and regional occupational programs.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to measure distance, angles, circles, arcs, temperature, weight, volume and pressure
- Identification and interpretation of geometric figures, graphs, scales, and gauge indications
- Install, maintain and repair equipment
- Ability to read blueprints, design specifications and manufacturer instructions
- Troubleshooting
- Ability to install in residential and commercial settings
- Knowledge of new systems and installation
- Ability to read and understand building codes and regulations
- Valid drivers license
- Bondable

Physical Skills

- Ability to work outdoors in all types of weather
- Able to lift and move heavy pieces of equipment
- Able to work on ladders or scaffolding
- Able to work in awkward or cramped positions

Personal or Other Skills

- Ability to work independently
- Ability to understand technical information
- Ability to analyze and locate problems
- Ability to keep technical and diagnostic notes
- Ability to compile data for reports, records, warranties, invoices and contracts
- Understand the principles of heat transfer, combustion, temperature, pressure, electricity and magnetism
- Customer service

Basic Skills

- Ability to apply math concepts, compute formulas and equations
- Ability to read and follow directions
- Ability to write legibly
- Oral communications

Supply and Demand Assessment

Recruitment Methods

Many employers hire new employees based on current employee referrals, the response to newspaper want ads and by accepting walk-in applicants.

Employer Projected Occupation Growth

Many employers (representing 39% of the workforce) project their employment in this occupation will remain

stable. Some employers (representing 37% of the workforce) project their occupational employment will grow, while a few employers (representing 24% of the workforce) project their occupational employment to decline.

Annual Turnover

Employers responding to the survey report an 8.8% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as:

- Journeyman, Installer or Service Technician,
- Supervisor or Foreperson, and
- Shop or Service Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.67 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- | | |
|----------------------|----|
| • Promotions: | 6 |
| • Employees Leaving: | 3 |
| • New Positions: | 15 |
| • Temporary: | 1 |
| TOTAL | 25 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 40-50 employees (small)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 1.21 times the average (faster than average)

Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

Other Information

Gender

93% Male, 7% Female

Unionization

Yes, 20% of the employers responding to the survey are unionized, representing 12% of the workforce.

Where the Jobs Are (Major Employing Industries)

- Plumbing, heating and air conditioning firms,
- General construction, and
- Junior colleges.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Home Health Aides

Alternative Titles: Certified Home Health Aide, Caregiver, Resident Assistant

OES Code: 660110

20 Firms Responding Representing 267 Employees

Description

Home Health Aides care for elderly, convalescent, or handicapped person in the home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. This description does not include Nursing Aides and Homemakers.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.75-\$6.50 | \$6.00 |
| New Hires, Experience | \$5.75-\$8.00 | \$6.50 |
| 3-Plus Years Experience | \$6.00-\$8.72 | \$7.25 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 53% | 39 |
| Part-Time | 30% | 23 |
| Temporary/On-Call | 17% | 17 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 16 % | 26 % | 11 % | 37 % |
| Dental | 5 % | 16 % | 5 % | 63 % |
| Vision | 0 % | 16 % | 5 % | 68 % |
| Life Insurance | 5 % | 16 % | 5 % | 63 % |
| Sick Leave | 26 % | 11 % | 0 % | 53 % |
| Vacation | 53 % | 11 % | 0 % | 26 % |
| Retirement Plan | 0 % | 11 % | 0 % | 79 % |
| Child Care | 0 % | 0 % | 0 % | 89 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 5 % | 5 % | 74 % |
| Dental | 0 % | 5 % | 0 % | 79 % |
| Vision | 0 % | 5 % | 0 % | 79 % |
| Life Insurance | 0 % | 5 % | 5 % | 74 % |
| Sick Leave | 11 % | 0 % | 0 % | 74 % |
| Vacation | 21 % | 0 % | 0 % | 63 % |
| Retirement Plan | 0 % | 0 % | 0 % | 84 % |
| Child Care | 0 % | 0 % | 0 % | 84 % |

Other employee benefits that may be offered include performance bonuses; time-off credits; and free meals.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent. A few employers will accept less than a high school education.

Almost all employers responding to the survey either require (a few employers) or prefer (most employers) that new employees have an average of 8 months previous experience in this occupation. Most employers allow an average of 8 months experience in related fields (nursing aide, housekeeping) to be substituted for previous experience.

Some employers require (and a few employers prefer) employees have an average of 12 months training as a home health aide. Many employers will allow an average of 7 months training to be substituted for previous work experience.

License/Certification

Employees require a Home Health Aide Certificate, issued by the State Department of Health Services. This certificate is earned by completing 120 hours of specialized training in areas such as basic nutrition, meal planning and preparation, home cleaning tasks, and techniques for bathing, turning, and transferring the patient.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Safety knowledge in moving and lifting patients
- Necessary patient hygiene care
- Ability to prepare meals including special diets
- Ability to clean and maintain home
- Ability to take and chart patients vital signs
- Ability to dispense medications
- Ability to keep accurate records

Physical Skills

- Ability to bend, lift and move patient in and out of bed, bath and/or wheelchair

Personal or Other Skills

- Ability to handle patients' suffering that might be due to physical or emotional problems
- Ability to work independently
- Good listener
- Ability to cook and serve meals

Basic Skills

- Ability to read and follow directions
- Oral communications
- Ability to write legibly

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on the response to newspaper want ads. Many employers hire via current employee referrals and accepting walk-in applications.

Employers Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers representing 54% of the employees in this occupation expect their employment to grow over the next 24 months.

Annual Turnover

Most employers responding to the survey report a 28% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions such as:

- Supervisor,
- Head Supervisor, and
- Facility Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.89 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- | | |
|----------------------|-----|
| • Promotions: | 14 |
| • Employees Leaving: | 61 |
| • New Positions: | 5 |
| • Temporary: | 45 |
| TOTAL | 125 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 100-200 employees (medium-large)
- Job Openings from Growth: 100 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 4.86 times the average (much faster than average)

Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

Other Information

Gender

9% Male, 91% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Residential care facilities,
- Help supply services (employment agencies),
- Home health care services, and
- General medical and surgical hospitals.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Hosts, Hostesses - Restaurant, Lounge or Coffee Shop

Alternative Titles: Seater, Greeter

OES Code: 650020

16 Firms Responding Representing 83 Employees

Description

Hosts and Hostesses - Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge and insure quality of facilities and service.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.75-\$8.56 | \$5.88 |
| New Hires, Experience | \$5.75-\$8.56 | \$6.25 |
| 3-Plus Years Experience | \$5.75-\$8.85 | \$6.75 |

F/T workers (12%) work an average of 25-40 hrs/wk; P/T workers (84%) average 20 hrs/wk; Temp/On-call workers (2%) average 6 hrs/wk; Seasonal workers (1%) average 4 hrs/wk.

Benefits

6 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 50 % | 33 % |
| Dental Insurance | 33 % | 17 % |
| Vision Insurance | 17 % | 17 % |
| Life Insurance | 17 % | 0 % |
| Paid Sick Leave | 0 % | 83 % |
| Paid Vacation | 67 % | 83 % |
| Retirement Plan | 33 % | 17 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: (N/A). Employers may have waiting periods for P/T workers for certain benefits. Employers may make certain benefits available to P/T workers to purchase.

Education, Training and Experience

Many employers (50%) recent hires have a high school diploma or equivalent. Most employers (69%) never require related work experience. Many employers (50%) always allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Supervision
- Record keeping
- Cash handling
- Ability to operate a cash register
- Ability to write effectively

Physical Skills

- Ability to stand continuously for 2 or more hours

Personal or Other Skills

- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer Service

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that working with the public, appropriate dress and language usage and customer service skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (88%) recruit by employees' referrals. Most employers (75%) recruit by hiring unsolicited applicants and some employers (31%) recruit by newspaper ads. Most employers (69%) project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 60% annual turnover rate.

Promotional Opportunities

All employers (100%) promote from this occupation to other positions, such as busser, server, waiter staff or cashier

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 15 |
| • Employees Leaving | 35 |
| • New Positions | 6 |
| • Temporary | 4 |
| TOTAL | 60 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 90-100 employees (medium)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 0.9 times the average (average)

Other Information

Gender

12% Male, 88% Female

Unionization

None.

Where the Jobs Are (Major Employing Industries)

- Eating places.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Human Service Workers

Alternative Titles: Community Skills Specialist, Service Coordinator, Client Advocate, Social Worker, Substance Abuse Counselor

OES Code: 273080

18 Firms Responding Representing 193 Employees

Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Please do not include Residential Counselors and Psychiatric Technicians.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.00-\$14.47 | \$6.90 |
| New Hires, Experience | \$5.00-\$14.47 | \$9.68 |
| 3-Plus Years Experience | \$5.25-\$17.77 | \$11.84 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$16.42-\$16.42 | \$16.42 |
| New Hires, Experience | \$11.99-\$16.42 | \$14.20 |
| 3-Plus Years Experience | \$14.38-\$19.86 | \$17.12 |

Note: Few union firms with higher pay scales hire entry level workers, while other union firms with lower pay scales do not hire entry level workers. This has the effect of pulling down the "Experienced" range of wages in comparison to "New Hires/No Experience."

F/T workers (68%) work an average of 40 hrs/wk; P/T workers (32%) average 31 hrs/wk. A few employers give quarterly bonuses of 1-1.5% of business profits.

Benefits

18 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 83 % | 17 % |
| Dental Insurance | 61 % | 17 % |
| Vision Insurance | 50 % | 11 % |
| Life Insurance | 50 % | 17 % |

| | | |
|-----------------|------|------|
| Paid Sick Leave | 83 % | 33 % |
| Paid Vacation | 94 % | 33 % |
| Retirement Plan | 50 % | 11 % |
| Child Care | 6 % | 0 % |

Other benefits that may be offered are: 403 (b) retirement plans, paid holidays, after-school child care programs or child care cafeteria plans. Few employers have a waiting period for certain benefits or prorate benefits for P/T.

Education, Training and Experience

Recent hires in this occupation have attained one of three educational levels: some have a bachelor degree, some have some college, but no degree and some have a high school diploma or equivalent. Most employers require substance abuse certification, a bachelor or masters degree in social sciences or CPR/First Aid prior to employment. Many employers always require related work experience of 3-48 months in social or human services work, drug and alcohol services or counseling. Most employers sometimes allow training to substitute for work experience.

License/Certification

None, however, it may be helpful for employees of this occupation who work with programs involving alcohol and/or drug abuse to obtain the appropriate certification(s) from the California Certification Board of Alcohol and Drug Counselors in Sacramento.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Record keeping
- Knowledge of geriatrics
- Knowledge of veterans services
- Ability to treat substance abuse
- Knowledge of protective services for children and adults
- Ability to interview others for information
- Food buying
- Menu planning

- Possession of a valid driver's license
- Ability to write effectively

Personal or Other Skills

- Understanding of a variety of cultures
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers seek word processing skills in employees. Few employers seek spreadsheet and database skills in employees. Over the next three years, some employers noted that increased computer skills will be needed in this occupation. Few employers noted that skills such as more ECE training, CADC certification, and adoption training or employee flexibility with changing programs will be needed. Obsolete skills are typing and programs using only 12-step methods.

Supply and Demand Assessment

Recruitment Methods

Almost all employers recruit by newspaper ads. Many employers recruit through in-house promotion or transfer, employees' referrals and utilization of the Employment Development Department's hiring services. Most employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 42% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover

Employers responding to the survey report a 14% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as lead supervisor, senior advocate or program specialist/manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

| | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 22 |
| • New Positions | 6 |
| • Temporary | 0 |
| TOTAL | 33 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 150-210 employees (large)
- Job Openings from Growth: 60 positions
- Job Openings from Separations: 30 positions
- Annual Job Growth Rate: 5.7 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (33 positions) represent a 17% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

19% Male, 81% Female

Unionization

Yes, 8% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Individual and family social services,
- Social services (NEC), and
- Residential care services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Instructional Aides

Alternative Titles: Teacher's Aide, Instructional Assistant

OES Code: 315211

19 Firms Responding Representing 369 Employees

Description

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.75-\$7.67 | \$6.12 |
| New Hires, Experience | \$5.75-\$8.48 | \$6.68 |
| 3-Plus Years Experience | \$6.25-\$9.54 | \$7.48 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$6.63-\$8.22 | \$7.00 |
| New Hires, Experience | \$6.68-\$9.08 | \$7.61 |
| 3-Plus Years Experience | \$7.37-\$9.78 | \$8.04 |

F/T workers (2%) work an average of 32-38 hrs/wk;
P/T workers (98%) average 22 hrs/wk.

Benefits

13 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 69 % | 31 % |
| Dental Insurance | 69 % | 31 % |
| Vision Insurance | 62 % | 31 % |
| Life Insurance | 46 % | 31 % |
| Paid Sick Leave | 62 % | 62 % |
| Paid Vacation | 46 % | 62 % |
| Retirement Plan | 62 % | 31 % |
| Child Care | 15 % | 8 % |

Other benefits that may be offered are: employers may make certain benefits available for F/T workers to purchase. Employers may have a minimum-hours-worked requirement for F/T workers for certain benefits. Employers may prorate benefits for P/T workers or offer paid holidays.

Education, Training and Experience

Many employers (53%) recent hires have a high school diploma or equivalent. Many employers (58%) require 4-6 months of training (or certification) in instructional aide coursework and/or successful completion of a proficiency exam through the county office of education prior to employment. Many employers (58%) sometimes require related work experience of 9-36 months in working with children, childcare or instructional aide positions. Some employers, either sometimes (37%), usually (32%) or always (32%) allow training to substitute for work experience.

License/Certification

No state-mandated requirement, however, a proficiency test and/or Early Childhood Education coursework requirements may be needed at the local level to obtain employment in this occupation.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to apply teaching techniques
- Knowledge of early childhood development
- Ability to operate audiovisual equipment
- Oral reading
- Music
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of an Early Childhood Development Certificate
- Ability to write effectively
- Ability to type at least 45 wpm

Physical Skills

- Pass a pre-employment medical examination

Personal or Other Skills

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to work independently
- Ability to exercise patience

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Some employers (21%) seek word processing skills in employees. Few employers (5%) seek other skills such as basic computer operation in employees. Over the next three years, employers noted that computer, behavior management, Internet, teaching of basic reading and effective teaching technique skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (84%) recruit by newspaper ads. Most employers (58%) recruit by in-house promotion or transfer or by employees' referrals (42%). Most employers (72%) project that this occupation will remain stable over the next three years. However, these same employers were responsible for 87% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 14% annual turnover rate.

Promotional Opportunities

Most employers (72%) promote from this occupation to other positions, such as health clerk, library clerk, office/administration positions or teacher (when appropriately credentialed).

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 14 |
| • Employees Leaving | 37 |
| • New Positions | 17 |
| • Temporary | 11 |
| TOTAL | 79 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 1220-1420 employees (very large)
- Job Openings from Growth: 200 positions
- Job Openings from Separations: 200 positions
- Annual Job Growth Rate: 1.3 times the average (faster than average)

Other Information

Gender

2% Male, 98% Female

Unionization

Yes, 82% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Janitors and Cleaners - except Maids and Housekeeping Cleaners

Alternative Titles: Custodian, Maintenance Clerk/Associate, Utility Clerk

OES Code: 6770050

17 Firms Responding Representing 203 Employees

Description

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions and cleaning snow or debris from sidewalks. Please do not include Maids and Housekeepers.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$10.18 | \$6.03 |
| New Hires, Experience | \$5.75-\$10.18 | \$6.30 |
| 3-Plus Years Experience | \$5.75-\$15.25 | \$7.50 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$8.02-\$10.19 | \$8.72 |
| New Hires, Experience | \$8.02-\$10.19 | \$9.77 |
| 3-Plus Years Experience | \$10.49-\$12.48 | \$10.97 |

F/T workers (39%) work an average of 40 hrs/wk; P/T workers (57%) average 27 hrs/wk; Temp/On call workers (3%) average 31 hrs/wk.

Benefits

13 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 85 % | 31 % |
| Dental Insurance | 77 % | 23 % |
| Vision Insurance | 62 % | 15 % |
| Life Insurance | 54 % | 15 % |
| Paid Sick Leave | 85 % | 54 % |
| Paid Vacation | 92 % | 54 % |
| Retirement Plan | 77 % | 31 % |
| Child Care | 15 % | 0 % |

Other benefits that may be offered are: 401(k) retirement plans. Employers may have waiting periods for F/T and P/T workers for certain benefits. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits. Employers may make certain benefits available for P/T workers to purchase or require the employee to co-pay for certain benefits.

Education, Training and Experience

Almost all employers (94%) recent hires have a high school diploma or equivalent. Some employers (35%) never require related work experience, but some employers (35%) sometimes or usually (24%) require it. Some employers (35%) usually allow training to substitute for work experience and some employers (35%) sometimes allow this substitution.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate floor polishing equipment
- Understanding of cleaning compounds and solutions
- Brush painting
- Lawn and garden care
- Window washing
- Pest extermination
- Painting
- Ceramic or floor tile repair
- Carpentry
- Bondable
- Ability to shampoo carpets
- Possession of a valid driver's license

Physical Skills

- Lift at least 100 lbs repeatedly

Personal or Other Skills

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that working unsupervised, usage of industry-specific equipment and computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Many employers (59%) recruit by newspaper ads, by employees' referrals (47%) or by in-house promotion or transfer (47%). Almost all employers (82%) project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 26% annual turnover rate.

Promotional Opportunities

Many employers (67%) promote from this occupation to other positions, such as carpet cleaner, lead custodian or supervisor.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 4 |
| • Employees Leaving | 48 |
| • New Positions | 25 |
| • Temporary | 3 |
| TOTAL | 80 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 740-830 employees (very large)
- Job Openings from Growth: 90 positions
- Job Openings from Separations: 110 positions
- Annual Job Growth Rate: 1.0 times the average (average)

Other Information

Gender

68% Male, 32% Female

Unionization

Yes, 16% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Building cleaning and maintenance services (NEC),
- Eating places, and
- Grocery stores.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Legal Secretaries

Alternative Titles: Legal Assistant, Paralegal

OES Code: 551020

16 Firms Responding Representing 69 Employees

Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and many review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$9.33 | \$7.19 |
| New Hires, Experience | \$7.00-\$13.15 | \$10.07 |
| 3-Plus Years Experience | \$9.00-\$16.17 | \$12.47 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$9.78-\$11.17 | \$10.48 |
| New Hires, Experience | \$10.97-\$12.32 | \$11.14 |
| 3-Plus Years Experience | \$12.29-\$13.58 | \$12.35 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 90% | 39 |
| Part-Time | 10% | 18 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 69 % | 13 % | 0 % | 13 % |
| Dental | 31 % | 13 % | 0 % | 50 % |
| Vision | 13 % | 6 % | 0 % | 75 % |
| Life Insurance | 38 % | 0 % | 0 % | 56 % |
| Sick Leave | 81 % | 0 % | 0 % | 13 % |
| Vacation | 88 % | 0 % | 0 % | 6 % |
| Retirement Plan | 44 % | 25 % | 0 % | 25 % |
| Child Care | 0 % | 0 % | 0 % | 94 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 6 % | 6 % | 31 % |
| Dental | 0 % | 6 % | 0 % | 38 % |
| Vision | 6 % | 0 % | 0 % | 38 % |
| Life Insurance | 6 % | 0 % | 0 % | 38 % |
| Sick Leave | 13 % | 0 % | 0 % | 31 % |
| Vacation | 19 % | 0 % | 0 % | 25 % |

| | | | | |
|-----------------|------|-----|-----|------|
| Retirement Plan | 13 % | 6 % | 0 % | 25 % |
| Child Care | 0 % | 0 % | 0 % | 44 % |

Other employee benefits that may be offered include cafeteria benefit plans; and paid holidays.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent. A few employers require a two-year associate degree.

Almost all employers responding to the survey either require (some employers) or prefer (many employers) new employees have an average of 30 months previous experience in this occupation. A few employers will allow an average of 14 months experience in related fields (secretarial) to be substituted for previous experience.

Many employers require employees have an average of 23 months training at legal secretarial school. Some employers will allow an average of 14 months training to be substituted for previous work experience.

License/Certification:

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to type 50 to 90 wpm
- Technical legal terminology
- Processing formal legal documents
- Computer knowledge
- Stress management
- Ability and knowledge of scheduling court appearances
- Bookkeeping knowledge
- Case management
- Editing and assembly of legal papers and files
- Ability to take and transcribe accurate notes
- High standard of confidentiality
- Ability to do spreadsheets
- Ability to maintain database files

Physical Skills

- Ability to sit for long periods of time

Personal or Other Skills

- Ability to work independently
- Ability to work under pressure deadlines
- Ability to handle crisis situations
- Understanding a variety of cultures
- Ability to plan and organize
- Record keeping
- Highly dependable

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to think independently
- Ability to follow oral instructions
- Customer service
- Ability to write effectively
- Problem solving

Employers demand a high standard of accuracy, dependability, and professionalism. They rely on legal secretaries to carry out their work and ensure efficient operation of the law offices.

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on the response to newspaper want ads. Many employers hire via referrals from the Redding Legal Secretaries Association, while some employers use referrals from current employees.

Employer Projected Occupation Growth

All employers project their employment in this occupation will remain stable over the next 24 months.

Annual Turnover

Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities

Some employers promote from this occupation to other positions, such as:

- Senior Legal Secretary,
- Office Manager,
- Legal Supervisor, and
- Paralegal.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- | | |
|----------------------|----|
| • Promotions: | 2 |
| • Employees Leaving: | 12 |
| • New Positions: | 1 |
| • Temporary: | 1 |
| TOTAL | 16 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 130-150 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 0.75 times the average (slower than average)

Other Information

Gender

0% Male, 100% Female

Unionization

Yes, 19% of the employers responding to the survey are unionized, representing 29% of the workforce.

Where the Jobs Are (Major Employing Industries)

- Legal services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Machinists

Alternative Titles: Machinist/Millwright, Machinist/Welder

OES Code: 891080

17 Firms Responding Representing 74 Employees

Description

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties and layout machining procedures. They study specifications, such as blueprints, sketches or descriptions of parts to be replaced and they plan sequences of operations.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$5.75-\$9.50 | \$7.25 |
| New Hires, Experience | \$6.50-\$14.00 | \$10.00 |
| 3-Plus Years Experience | \$11.00-\$18.00 | \$12.75 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | N/A | N/A |
| New Hires, Experience | \$15.80-\$22.62 | \$19.66 |
| 3-Plus Years Experience | \$15.80-\$22.62 | \$19.66 |

Employers may offer bonuses in addition to wages paid.

F/T workers (99%) work an average of 40 hrs/wk;
Temp/On-call workers (1%) average 40 hrs/wk.

Benefits

16 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 88 % | 0 % |
| Dental Insurance | 38 % | 0 % |
| Vision Insurance | 19 % | 0 % |
| Life Insurance | 63 % | 0 % |
| Paid Sick Leave | 50 % | 0 % |
| Paid Vacation | 100 % | 0 % |
| Retirement Plan | 63 % | 0 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: cafeteria benefit plans or paid holidays. Employers may make certain benefits available for F/T workers to purchase.

Education, Training and Experience

Many employers (53%) recent hires have a high school diploma or equivalent. Many employers (47%) require 1- 48 months of training (or certification) in math coursework, computer numerically controlled (CNC) programming, welding or college/trade school coursework prior to employment. Almost all employers (82%) always require related work experience of 24-60 months in manual or CNC machining or engine tear-down. Many employers (59%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Understanding of military specifications
- Shop math
- Ability to read blueprints
- Ability to use hand tools
- Ability to operate computer numerically controlled (CNC) machines
- Ability to use precision tools
- Ability to write effectively

Physical Skills

- Manual dexterity
- Ability to stand continuously for 2 or more hours
- Ability to perform precision work
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (18%) seek other skills such as CNC/computer programming or parts database usage in employees. Over the next three years, employers noted that CNC operation/programming, gear and motor alignment and awareness of new technologies will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers (71%) recruit by newspaper ads. Many employers (59%) recruit by employees' referrals, by hiring unsolicited applicants (47%) or by utilizing the Employment Development Department's hiring service (47%). Many employers (53%) project that this occupation will remain stable over the next three years. However, some employers (35%) project that it will **grow**. Firms projecting growth accounted for 75% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 14% annual turnover rate.

Promotional Opportunities

Many employers (56%) promote from this occupation to other positions, such as estimator, parts manager, foreperson, and supervisor or shop manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 2 |
| • Employees Leaving | 8 |
| • New Positions | 9 |
| • Temporary | 1 |
| TOTAL | 20 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 90-100 employees (medium)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 0.9 times the average (average)

Other Information

Gender

99% Male, 1% Female

Unionization

Yes, 11% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Industrial and commercial machinery and equipment (NEC), and
- Woodworking machinery, paper mills, sawmills and planing mills (general).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Maids and Housekeeping Cleaners

Alternative Titles: Room Attendant, Teammate

OES Code: 670020

15 Firms Responding Representing 143 Employees

Description

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls and arranging furniture.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$5.00-\$6.82 | \$5.15 |
| New Hires, Experience | \$5.00-\$7.50 | \$5.50 |
| 3-Plus Years Experience | \$5.50-\$8.33 | \$6.20 |

F/T workers (51%) work an average of 30-40 hrs/wk; P/T workers (40%) average 27 hrs/wk; Temp/On-call workers (9%) average 18 hrs/wk.

Benefits

13 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 77 % | 23 % |
| Dental Insurance | 69 % | 31 % |
| Vision Insurance | 62 % | 23 % |
| Life Insurance | 54 % | 31 % |
| Paid Sick Leave | 69 % | 54 % |
| Paid Vacation | 85 % | 54 % |
| Retirement Plan | 62 % | 31 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans or attendance bonuses. Few employers have a minimum-hours-worked requirement or offer prorated benefits for P/T employees.

Education, Training and Experience

All recent hires have a high school diploma or equivalent. Many employers sometimes require related work experience of 2-12 months in house, motel or hospital cleaning or laundry work. Many

employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate commercial laundry machines
- Understanding of cleaning compounds and solutions
- Ability to operate commercial vacuum cleaners
- Ability to administer emergency first aid
- Bondable

Physical Skills

- Ability to stand for prolonged periods
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by newspaper ads. Many employers recruit by employees' referrals, utilization of the Employment Development Department's hiring services, in-house promotion or transfer and unsolicited applicants. Most employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 42% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 24% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as front/laundry desk, supervisor, shift-manager or assistant manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 9 |
| • Employees Leaving | 25 |
| • New Positions | 13 |
| • Temporary | 8 |
| TOTAL | 55 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 440-490 employees (very large)
- Job Openings from Growth: 50 positions
- Job Openings from Separations: 50 positions
- Annual Job Growth Rate: 1.6 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (55 positions) represent a 38% increase for that period, which is consistent with the 1994-2001 designation of faster than average.

Other Information

Gender

17% Male, 83% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Skilled nursing care facilities,
- Hotels and motels,
- General medical and surgical hospitals, and
- Building cleaning and maintenance service (NEC).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Maintenance Repairers - General Utility

Alternative Titles: Maintenance Mechanic/Tech, General Mechanic, Facility Maintenance Person

OES Code: 851320

18 Firms Responding Representing 144 Employees

Description

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and /or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors or stairs.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.00-\$16.00 | \$6.00 |
| New Hires, Experience | \$5.00-\$17.67 | \$6.50 |
| 3-Plus Years Experience | \$6.50-\$20.94 | \$8.00 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$8.99-\$8.99 | \$8.99 |
| New Hires, Experience | \$9.92-\$22.07 | \$10.42 |
| 3-Plus Years Experience | \$10.09-\$22.07 | \$11.40 |

F/T workers (94%) work an average of 32-42 hrs/wk; P/T workers (4%) average 19 hrs/wk; Seasonal workers (1%) average 40 hrs/wk.

Benefits

16 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 88 % | 13 % |
| Dental Insurance | 56 % | 13 % |
| Vision Insurance | 38 % | 13 % |
| Life Insurance | 50 % | 6 % |
| Paid Sick Leave | 69 % | 13 % |
| Paid Vacation | 88 % | 13 % |
| Retirement Plan | 50 % | 13 % |
| Child Care | 6 % | 6 % |

Other benefits that may be offered are: 401(K) retirement plans, with the employer matching 50% of the employee's contribution, or a payroll deduction for child care. Few employers have a minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training and Experience

Almost all recent hires have some college, but no degree. Few recent hires have a high school diploma or equivalent or less than a high school diploma or equivalent. Some employers require HVAC, refrigeration, welding, maintenance or apprentice/journeyman-level training prior to employment. Most employers always require related work experience of 5-48 months in general repair or maintenance, HVAC certification, plumbing, construction or welding. Most employers sometimes allow training for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Swimming pool maintenance
- Record keeping
- Ability to read blueprints
- Ability to operate power hand tools
- Ability to repair and install heating and air conditioning systems
- Ability to do cement work
- Arc welding
- Gas welding
- Painting
- Carpentry
- Electrical repair
- Plumbing repair

Physical Skills

- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers seek word processing and spreadsheet skills in employees. Over the next three years, few employers noted that awareness of new equipment to perform maintenance repairs or computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by employees' referrals and newspaper ads. Many employers recruit through in-house promotion or transfer. Almost all employers project that this occupation will remain stable over the next three years. (see "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report an 8% annual turnover rate.

Promotional Opportunities

Most employers are evenly divided between promoting and not promoting from this occupation to other positions. Those who do promote do so to lead/head maintenance person, supervisor or maintenance superintendent.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 6 |
| • New Positions | 8 |
| • Temporary | 43 |
| TOTAL | 62 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 690-780 employees (very large)
- Job Openings from Growth: 90 positions
- Job Openings from Separations: 100 positions
- Annual Job Growth Rate: 1.9 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (62 positions) represent a 43% increase for that period, which is consistent with the 1994-2001 designation of faster than average; however, 43 of these positions are seasonal.

Other Information

Gender

95% Male, 5% Female

Unionization

Yes, 42% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Paper mills,
- Amusement and recreation services (NEC), and
- Electric services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Marketing, Advertising and Public Relations Managers

Alternative Titles: Account Executive, Sales Supervisor/Manager, Promotion Manager

OES Code: 130110

17 Firms Responding Representing 28 Employees

Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$7.00-\$21.30 | \$13.69 |
| New Hires, Experience | \$8.00-\$27.66 | \$15.82 |
| 3-Plus Years Experience | \$10.00-\$31.65 | \$19.18 |

Note: Included in the range of wages above, are commission earnings varying from a low of \$1.44/hr to a high of \$19.84/hr. These have been coupled with base earnings to yield a total hourly wage.

All full-time workers work an average of 43 hrs/wk. A few employers offer 10% commissions on account sales in addition to regular wages.

Benefits

17 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 94 % | 18 % |
| Dental Insurance | 76 % | 18 % |
| Vision Insurance | 47 % | 12 % |
| Life Insurance | 76 % | 12 % |
| Paid Sick Leave | 82 % | 24 % |
| Paid Vacation | 100 % | 24 % |
| Retirement Plan | 82 % | 24 % |
| Child Care | 6 % | 6 % |

Other benefits that may be offered are: 401(K) retirement plans (standard or employer matching), paid holidays, supplemental disability insurance or tuition reimbursement.

Education, Training and Experience

Many recent hires have an associate degree and many have a bachelor degree. Some employers require a bachelor degree in marketing or in-house training at a

lower level prior to employment. Most employers always require related work experience of 3-60 months in sales, marketing, public relations or business management. Most employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to manage an activity or department
- Supervision
- Ability to analyze and use market research data and reports
- Understanding of labor relations practices
- Media advertising sales
- Telephone sales techniques
- Ability to write effectively

Personal or Other Skills

- Willingness to work with close supervision
- Willingness to work nights, weekends holidays
- Willingness to travel
- Ability to meet deadlines
- Ability to work independently
- Ability to maintain good customer relations
- Ability to maintain good business relationships
- Ability to manage unexpected situations or circumstances
- Ability to manage multiple priorities

Basic Skills

- Basic math
- Ability to write legibly
- Oral communication

Almost all employers seek word processing skills in employees. Most employers seek spreadsheet skills and many seek database and desktop publishing skills in employees. Over the next three years, many employers noted that increased computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers recruit by in-house promotion or transfer and most, recruit by newspaper ads. Almost all employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 50 percent of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report an 18% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as education manager or staff services manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|---|
| • Promotions | 1 |
| • Employees Leaving | 4 |
| • New Positions | 1 |
| • Temporary | 0 |
| TOTAL | 6 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 160-190 employees (large)
- Job Openings from Growth: 30 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 2.7 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (6 positions) represent a 21 percent increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

61% Male, 39% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Beer and ale distributors,
- General medical and surgical hospitals,
- Newspapers, and
- Publishing or printing firms.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Medical Assistants

Alternative Titles: Certified Medical Assistant, Back Office Medical Assistant, Clinical Assistant

OES Code: 660050

22 Firms Responding Representing 114 Employees

Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$6.00-\$10.00 | \$7.50 |
| New Hires, Experience | \$7.00-\$10.00 | \$9.00 |
| 3-Plus Years Experience | \$8.17-\$13.00 | \$10.50 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 81% | 40 |
| Part-Time | 11% | 26 |
| Temporary/On-Call | 8% | 13 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 77 % | 23 % | 0 % | 0 % |
| Dental | 27 % | 9 % | 14 % | 50 % |
| Vision | 23 % | 18 % | 5 % | 55 % |
| Life Insurance | 50 % | 9 % | 0 % | 41 % |
| Sick Leave | 86 % | 5 % | 0 % | 9 % |
| Vacation | 91 % | 9 % | 0 % | 0 % |
| Retirement Plan | 55 % | 14 % | 9 % | 23 % |
| Child Care | 5 % | 5 % | 9 % | 82 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 5 % | 5 % | 0 % | 23 % |
| Dental | 0 % | 5 % | 0 % | 27 % |
| Vision | 0 % | 5 % | 0 % | 27 % |
| Life Insurance | 0 % | 0 % | 5 % | 27 % |
| Sick Leave | 9 % | 5 % | 5 % | 14 % |
| Vacation | 9 % | 5 % | 5 % | 14 % |
| Retirement Plan | 5 % | 0 % | 0 % | 27 % |
| Child Care | 0 % | 0 % | 0 % | 32 % |

Other employee benefits that may be offered include quarterly salary bonuses; and cafeteria benefits plans.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent. A few employers require a two-year associate degree.

All employers responding to the survey either require (a few employers) or prefer (almost all employers) new employees have an average of 13 months previous experience in this occupation. Some employers will allow an average of 8 months experience in related fields (nurse assistant) to be substituted for previous experience.

Many employers require and some employers prefer employees have an average of 13 months training in medical assisting. Most employers will allow an average of 10 months training to be substituted for previous work experience.

License/Certification

Certification for this occupation from the American Association of Medical Assistants can be acquired through passing a written examination. Certified medical assistants are considered highly qualified.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Medical back office procedures
- Ability to take and record vital signs
- Assist doctor with patient examination
- Run routine lab testing
- Knowledge of medical terminology
- Knowledge of pharmacology
- Ability to assist with the application of dressings
- Ability to handle front desk and clerical duties

Physical Skills

- Physical stamina
- Ability to lift, stand, stoop and walk

Personal or Other Skills

- Ability to relate to patients
- Ability to work independently
- Customer service

Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to write legibly
- Basic math

Employers may be willing to train on-the-job, but generally prefer to hire applicants who have gone through an accredited medical assisting program.

This position is a vital part of a medical office and knowledge of front and back office procedures vital. Computer skills are also invaluable, specifically medical manager, patient record keeping and billing systems.

Medical assistants may be required to wear a uniform that may (or may not) be supplied by the employer.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on referrals from current employees. Most employers hire via the response to newspaper want ads, while some accept walk-in applicants.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers representing 37% of the workforce project their employment in this occupation to grow over the next 24 months.

Annual Turnover

Employers responding to the survey report an 18.4% annual turnover rate.

Promotional Opportunities

Some employers we surveyed promote from this occupation to other positions, such as:

- Technician,
- Receptionist,
- Manager or Office Manager, and
- Nursing (with additional training).

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.58 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

| | |
|----------------------|----|
| • Promotions: | 1 |
| • Employees Leaving: | 20 |
| • New Positions: | 9 |
| • Temporary: | 4 |
| TOTAL | 34 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 160-240 employees (large)
- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 2.43 times the average (much faster than average)

Other Information

Gender

10% Male, 90% Female

Unionization:

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Offices and clinics of medical doctors, and
- Offices and clinics of optometrists.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Medical Secretaries

Alternative Titles: Billing Clerk, Surgery Coordinator, Receptionist

OES Code: 551050

16 Firms Responding Representing 114 Employees

Description

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic or laboratory procedures. Their duties include taking dictation and compiling and recording medical charts, reports and correspondence, as well as preparing and sending bills to patients or recording appointments.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.00-\$9.00 | \$6.25 |
| New Hires, Experience | \$6.50-\$9.00 | \$7.88 |
| 3-Plus Years Experience | \$7.00-\$15.00 | \$11.00 |

F/T workers (74%) work an average of 40 hrs/wk; P/T workers (24%) average 26 hrs/wk; Temp/On call workers (3%) average 16 hrs/wk. Few employers give monthly bonuses of \$50-\$150 or quarterly bonuses based on business profits.

Benefits

15 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 93 % | 0 % |
| Dental Insurance | 47 % | 0 % |
| Vision Insurance | 40 % | 0 % |
| Life Insurance | 60 % | 0 % |
| Paid Sick Leave | 100 % | 27 % |
| Paid Vacation | 100 % | 27 % |
| Retirement Plan | 87 % | 7 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(k) retirement plans, profit sharing or cafeteria benefit plans.

Education, Training and Experience

Almost all employers recent hires have some college, but no degree. Few recent hires have a high school diploma or equivalent. Many employers require medical terminology, billing, medical coding, Medical Manager or medical secretarial office

experience prior to employment. Many employers usually require related work experience of 6-60 months in medical secretarial, receptionist or billing work. Most employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to complete and explain insurance forms
- Proofreading
- Ability to operate a transcribing machine
- Ability to follow billing procedures
- Ability to use word processing software
- Certified in Medical Transcription as a CMT
- Telephone answering
- Ability to write effectively
- Knowledge of medical terminology
- Ability to maintain an appointment calendar
- Ability to take dictation at 100 wpm or more
- Ability to type at least 60 wpm

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers seek word processing skills in employees. Most employers seek database skills. Some employers seek spreadsheet skills and other skills such as data entry, use of scheduling software, Microsoft Windows or Medical Manager software. Over the next three years, some employers noted that increased computer skills or knowledge of contracts will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers recruit by newspaper ads and most employers recruit by employees' referrals. Most employers project that this occupation will remain stable over the next three years. However, these same firms are responsible for 88% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 31% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as transcriptionist, surgery counselor and doctor's assistant or office manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 20 |
| • Employees Leaving | 15 |
| • New Positions | 18 |
| • Temporary | 7 |
| TOTAL | 60 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 130-140 employees (medium)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 1.1 times the average (faster than average)

Note: Actual positions filled in the past 12 months (60 positions) represent a 53% increase for that period, which is consistent with the 1994-2001 designation of faster than average.

Other Information

Gender

5% Male, 95% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Offices and clinics of doctors of medicine,
- Offices and clinics of optometrists, and
- General medical and surgical hospitals.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Order Fillers, Wholesale and Retail Sales

Alternative Titles: Warehouse Person, Yard Filler, Product Filler, Counter Sales

OES Code: 580260

17 Firms Responding Representing 101 Employees

Description

Order Fillers – Wholesale and Retail Sales fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Their duties include computing prices of items, completing order receipts, keeping records of out-going orders, requisitioning additional material, supplies and equipment, and other related tasks. This description does not include laborers, stock clerks, and workers whose primary duties involve weighing and checking.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$9.00 | \$7.38 |
| New Hires, Experience | \$5.75-\$11.00 | \$8.00 |
| 3-Plus Years Experience | \$5.75-\$14.00 | \$10.00 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 97% | 40 |
| Part-Time | 1% | 20 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 2% | 40 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 71 % | 24 % | 0 % | 6 % |
| Dental | 53 % | 18 % | 12 % | 18 % |
| Vision | 29 % | 24 % | 12 % | 35 % |
| Life Insurance | 53 % | 0 % | 6 % | 41 % |
| Sick Leave | 76 % | 0 % | 0 % | 24 % |
| Vacation | 100 % | 0 % | 0 % | 0 % |
| Retirement Plan | 59 % | 29 % | 6 % | 6 % |
| Child Care | 0 % | 6 % | 6 % | 88 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 0 % | 0 % | 0 % | 6 % |
| Dental | 0 % | 0 % | 0 % | 6 % |
| Vision | 0 % | 0 % | 0 % | 6 % |
| Life Insurance | 0 % | 0 % | 0 % | 6 % |
| Sick Leave | 0 % | 0 % | 0 % | 6 % |
| Vacation | 0 % | 0 % | 0 % | 6 % |
| Retirement Plan | 0 % | 0 % | 0 % | 6 % |
| Child Care | 0 % | 0 % | 0 % | 6 % |

Other employee benefits that may be offered include 401(k) retirement plans; performance bonuses; and quarterly bonuses.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent, although a few employers will accept less than a high school education.

Almost all employers responding to the survey either require (a few employers) or prefer (most employers) new employees have an average of 14 months previous experience in this occupation. Many employers will allow an average of 15 months experience in related fields (shipping and receiving) to be substituted for previous experience.

Some employers either require (a few employers) or prefer (a few employers) employees have an average of 9 months training in order filling. Many employers will allow an average of 13 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Good verbal communication skills
- Out-going disposition
- Knowledge of merchandise and products
- Computer knowledge
- Good with numbers
- Good phone techniques
- Understand inventory control
- Physical labor duties
- Cash management

Physical Skills

- Physical ability to sit, stand, bend, lift and walk

Personal or Other Skills

- Ability to work independently
- Customer service

Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to write legibly
- Oral communication
- Basic math

Employers want employees to know the products they are selling, and to possess basic math skills for simple calculations. Depending on the business, employers may prefer applicants with prior forklift experience, although on-the-job training is often offered.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on referrals from current employees. Most employers staff through in-house promotions and transfers, while many employers accept walk-in applicants.

Employer Projected Occupation Growth

Almost all employers project their employment in this occupation will remain stable over the next 24 months. However, a few employers representing 25% of the workforce project their employment in this occupation to grow over the next 24 months.

Annual Turnover

Employers responding to the survey report an 18.8% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as:

- Supervisor,
- Warehouse Supervisor,
- Department Manager, and
- Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.86 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

| | |
|----------------------|----|
| • Promotions: | 5 |
| • Employees Leaving: | 14 |
| • New Positions: | 1 |
| • Temporary: | 0 |
| TOTAL | 20 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 60-60 employees (small)
- Job Openings from Growth: 0 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: No growth rate.

Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

Other Information

Gender

84% Male, 16% Female

Unionization

Yes, 6% of the employers responding to the survey are unionized, representing 4% of the workforce.

Where the Jobs Are (Major Employing Industries)

- Plumbing and hydronic heating supplies,
- Grocery and confectionery stores,
- Catalog and mail order houses,
- Motor vehicle part suppliers – new and used,
- Brick, stone and related materials,
- Medical and hospital equipment,
- Electrical apparatus and equipment,
- Lumber and other building materials,
- Farm supplies,
- Stationary stores, and
- Gift, novelty and souvenir shops.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Personnel, Training and Labor Relations Managers

Alternative Titles: Human Resources Manager/Director, Personnel Supervisor

OES Code: 130050

15 Firms Responding Representing 19 Employees

Description

Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$7.00-\$22.16 | \$11.97 |
| New Hires, Experience | \$7.00-\$29.95 | \$16.30 |
| 3-Plus Years Experience | \$8.63-\$40.17 | \$20.14 |

F/T workers (100%) work an average of 41 hrs/wk.

Benefits

15 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 20 % |
| Dental Insurance | 80 % | 20 % |
| Vision Insurance | 67 % | 13 % |
| Life Insurance | 87 % | 13 % |
| Paid Sick Leave | 93 % | 27 % |
| Paid Vacation | 100 % | 27 % |
| Retirement Plan | 87 % | 27 % |
| Child Care | 7 % | 7 % |

Other benefits that may be offered are: administrative leave, discount stock purchases, accidental death/dismemberment insurance or long-term disability insurance.

Education, Training and Experience

Some employers (33%) recent hires have a bachelor degree and some (33%) have some college, but no degree. Some employers (20%) require 12-48 months of training (or certification) in professional human resources (Society for Human Resource Management

"SHRM" certification) or a bachelor degree in business, accounting or public administration prior to employment. Most employers (73%) always require related work experience of 12-60 months in supervision, operations management or personnel analysis/management. Many employers (53%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Business math
- Ability to write job specifications
- Office management
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to conduct performance appraisals
- Negotiation
- Understanding of labor relations practices
- Understanding of the collective bargaining process
- Ability to explain and follow grievance procedures
- Personnel interviewing
- Understanding of employee benefit programs
- Knowledge of personnel classification procedures
- Ability to hire and assign personnel
- Personnel recruiting
- Ability to write effectively

Personal or Other Skills

- Leadership
- Ability to motivate others
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Oral communication

Most employers (73%) seek word processing, database (67%) or spreadsheet (60%) skills in employees. Some employers (20%) seek desktop publishing skills or other skills such as AS 400 software or payroll software usage (27%). Over the next three years, employers noted that increased computer skills, Internet proficiency, knowledge of Occupational Health & Safety (OSHA) standards and awareness of government compliance regulations and benefit administration will be needed in this occupation. Obsolete skills noted were usage of manual record keeping.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (85%) recruit by in-house promotion or transfer. Most employers (77%) recruit by newspaper ads. Some employers (23%) recruit by employees' referrals, private employment agencies (23%), and public or program referrals (23%), by utilizing the Employment Development Department's hiring services (23%) and by other recruiting methods such as mailing lists, industry vacancy lists or recruiting firms (23%). Almost all employers (87%) project that this occupation will remain stable over the next three years. However, few employers (13%) project that it will grow. Firms projecting growth accounted for 75% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report an 11% annual turnover rate.

Promotional Opportunities

Many employers (54%) promote from this occupation to other positions such as assistant manager, operations manager or division manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|---|
| • Promotions | 1 |
| • Employees Leaving | 1 |
| • New Positions | 2 |
| • Temporary | 0 |
| TOTAL | 4 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 80-100 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.1 times the average (much faster than average)

Other Information

Gender

32% Male, 68% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Labor unions and similar labor organizations,
- Measuring and controlling devices (NEC),
- Local government offices, and
- Department stores.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Pharmacy Technicians

Alternative Titles: Pharmacy Clerk

OES Code: 325181

16 Firms Responding Representing 60 Employees

Description

Pharmacy Technicians fill orders for unit doses and pre-packaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Their duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.00-\$9.97 | \$6.50 |
| New Hires, Experience | \$5.45-\$10.99 | \$8.38 |
| 3-Plus Years Experience | \$7.00-\$14.00 | \$10.50 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$6.50-\$9.72 | \$8.00 |
| New Hires, Experience | \$6.50-\$11.00 | \$9.86 |
| 3-Plus Years Experience | \$11.50-\$13.15 | \$12.53 |

F/T workers (65%) work an average of 34-40 hrs/wk; P/T workers (23%) average 24 hrs/wk; Temp/On-call workers (12%) average 15 hrs/wk.

Benefits

15 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 27 % |
| Dental Insurance | 87 % | 27 % |
| Vision Insurance | 67 % | 20 % |
| Life Insurance | 67 % | 20 % |
| Paid Sick Leave | 87 % | 40 % |
| Paid Vacation | 100 % | 40 % |
| Retirement Plan | 87 % | 40 % |
| Child Care | 7 % | 7 % |

Other benefits that may be offered are: 401(K) retirement plans, dependent care reimbursement or long-term disability insurance.

Education, Training and Experience

Many recent hires have a high school diploma or equivalent and many have some college, but no degree. Many employers require a pharmacy tech certificate or minimum 2000 hours as a pharmacy clerk prior to employment. Many employers always require related work experience of 12-15 months as a pharmacy clerk, pharmacy tech or in pharmacy sales. Most employers sometimes allow training to substitute for work experience.

License/Certification

Yes. Requirements are: 1500 hours work experience for a retail pharmacist or one year and a minimum of 1500 hours for a hospital technician. Registration is through the Board of Pharmacy in Sacramento, CA.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of chemical compounds
- Ability to complete and explain insurance forms
- Ability to calculate weights and measurements
- Ability to apply sterilization techniques
- Ability to measure and calculate using metrics
- Ability to accurately record and report information
- Ability to write effectively
- Ability to follow government regulations and reporting requirements
- Ability to type at least 30 wpm

Physical Skills

- Ability to lift at least 40 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to pay attention to detail
- Public contact
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly

- Oral communication

Some employers seek word processing and database skills in employees. Few employers seek spreadsheet, desktop publishing and other skills such as knowledge of pharmacy software packages or operating systems. Over the next three years, some employers noted that increased computer skills, third-party billing or "compounding" skills will be needed in this occupation.

Supply and Demand Assessment

Recruiting Methods

Almost all employers recruit by newspaper ads and most employers recruit by employees' referrals. Most employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 64% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 7% annual turnover rate.

Promotional Opportunities

Most employers do not promote from this occupation to other positions, but some employers do promote to pharmacy manager or store manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- Promotions 0
- Employees Leaving 4
- New Positions 5
- Temporary 5
- TOTAL 14

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 90-110 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 3.2 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (14 positions) represent a 23% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

10% Male, 90% Female

Unionization

Yes, 28% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Drug stores and proprietary stores,
- General medical and surgical hospitals, and
- Grocery stores.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Receptionists and Information Clerks

Alternative Titles: Front Desk Clerk, Office Coordinator, Customer Service Clerk, Front Office Coordinator

OES Code: 553050

17 Firms Responding Representing 41 Employees

Description

Receptionist and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. This description does not include receptionists who primarily operate switchboards.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$6.00-\$8.22 | \$7.00 |
| New Hires, Experience | \$7.00-\$9.33 | \$8.00 |
| 3-Plus Years Experience | \$7.90-\$10.57 | \$9.50 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 59% | 39 |
| Part-Time | 22% | 20 |
| Temporary/On-Call | 2% | 20 |
| Seasonal | 17% | 40 |

Benefits

16 employers responded to this survey question.

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 75 % | 19 % | 0 % | 0 % |
| Dental | 25 % | 6 % | 13 % | 50 % |
| Vision | 13 % | 13 % | 6 % | 63 % |
| Life Insurance | 50 % | 6 % | 0 % | 38 % |
| Sick Leave | 75 % | 0 % | 0 % | 19 % |
| Vacation | 81 % | 0 % | 0 % | 13 % |
| Retirement Plan | 38 % | 19 % | 13 % | 25 % |
| Child Care | 0 % | 0 % | 13 % | 81 % |

| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 13 % | 19 % | 0 % | 6 % |
| Dental | 6 % | 13 % | 0 % | 19 % |
| Vision | 6 % | 6 % | 6 % | 19 % |
| Life Insurance | 0 % | 13 % | 0 % | 25 % |
| Sick Leave | 13 % | 6 % | 0 % | 19 % |
| Vacation | 25 % | 0 % | 0 % | 13 % |
| Retirement Plan | 13 % | 0 % | 6 % | 19 % |
| Child Care | 0 % | 0 % | 0 % | 38 % |

Other employee benefits that may be offered include 401(k) retirement plans; cafeteria benefits plans; and performance bonuses.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent. A few employers require a two-year associate degree.

Almost all employers responding to the survey either require (some employers) or prefer (most employers) new employees have an average of 18 months previous experience in this occupation. Many employers will allow an average of 14 months experience in related fields (general clerical, office clerk, customer service, medical assistant) to be substituted for previous experience.

A few employers require and some employers prefer employees have an average of 8 months training as a receptionist (focused on telephone, computer and customer service skills). Many employers will allow an average of 10 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Filing - alphabetic and numeric
- Ability to operate a multi-line phone system
- Ability to use word processing software
- Typing minimum 40 wpm
- Professional and friendly image
- Process incoming and outgoing mail
- Ability to take accurate phone messages

Physical Skills

- Ability to sit for long periods of time
- Ability to bend, stoop, lift, stand and walk

Personal or Other Skills

- Ability to deal with the public
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Ability to read and follow directions
- Ability to write legibly
- Ability to follow oral instructions
- Basic math

Receptionists have a variety of job duties that are usually completed at their desks or the surrounding area.

Supply and Demand Assessment

Recruitment Methods

Most employers hire new employees based on current employee referrals and the response to newspaper want ads. Many employers staff through accepting walk-in applicants.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers representing 34% of the workforce project their employment in this occupation will grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 29% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as:

- Unit or General Secretary,
- Legal Secretary,
- Billing, and
- Office Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.31 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 3
- Employees Leaving: 9
- New Positions: 1
- Temporary: 3
- TOTAL 16

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 530-680 employees (very large)
- Job Openings from Growth: 150 positions
- Job Openings from Separations: 90 positions
- Annual Job Growth Rate: 1.38 times the average (faster than average)

Other Information

Gender

5% Male, 95% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- Offices and clinics of medical doctors,
- Offices and clinics of dentists,
- Help supply (employment) agencies,
- Legal services,
- Health and allied services,
- Medical laboratories,
- Residential care facilities, and
- Accounting, auditing and bookkeeping firms.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Recreation Workers

Alternative Titles:

Activities Director/Coordinator, Recreation Coordinator, Swim Instructor

OES Code: 273110

15 Firms Responding Representing 52 Employees

Description

Recreation Workers conduct recreation activities with groups in public, private or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping and hobbies.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$10.39 | \$7.00 |
| New Hires, Experience | \$5.75-\$10.91 | \$7.77 |
| 3-Plus Years Experience | \$5.75-\$12.03 | \$9.00 |

F/T workers (29%) work an average of 30-40 hrs/wk; P/T workers (60%) average 19 hrs/wk; Seasonal workers (12%) average 32 hrs/wk.

Benefits

12 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 67 % | 33 % |
| Dental Insurance | 42 % | 17 % |
| Vision Insurance | 33 % | 8 % |
| Life Insurance | 67 % | 25 % |
| Paid Sick Leave | 58 % | 42 % |
| Paid Vacation | 75 % | 42 % |
| Retirement Plan | 50 % | 25 % |
| Child Care | 17 % | 8 % |

Other benefits that may be offered are: 401(K) retirement plans, cafeteria benefit plans, long-term disability insurance, accidental death/dismemberment insurance, stock purchase plans or employee credit unions. Employers may require F/T employees co-pay or entirely pay for certain benefits.

Education, Training and Experience

Many employers (53%) recent hires have some college, but no degree or a high school diploma or equivalent (40%). Some employers (33%) require 1-12 months of training (or certification) in

cardiopulmonary resuscitation (CPR) and/or first aid, outdoor or wilderness emergency medical treatment or a competency certificate granted by the California Park and Recreation Society prior to employment. Many employers (40%) usually require related work experience of 6-36 months in camp coordination, activities coordination, pool supervision or wilderness guidance. Many employers (47%) sometimes allow training to substitute for work experience.

License/Certification

None, except as noted above.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to apply teaching techniques
- Ability to plan and organize the work of others
- Artistic
- Ability to plan and organize training programs
- Knowledge of geriatrics
- Ability to administer emergency first aid
- Ability to hire and assign personnel
- Ability to apply principles of recreation
- Ability to accurately record and report information

Physical Skills

- Good physical condition

Personal or Other Skills

- Understanding of a variety of cultures
- Leadership
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Interpersonal
- Ability to exercise patience

Basic Skills

- Basic math
- Ability to write legibly
- Oral communication

Many employers (47%) seek word processing skills in their employees. Few employers (7%) seek desktop publishing and other skills such as some level of computer experience or by employees' referrals (40%). Over the next three years, employers noted that computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers (73%) recruit by newspaper ads or by in-house promotion or transfers (67%). Many employers (47%) recruit by utilizing the Employment Development Department's hiring services. Most employers (60%) project that this occupation will remain stable over the next three years. However, many employers (40%) project that it will grow. Firms projecting growth accounted for 59% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 46% annual turnover rate.

Promotional Opportunities

Many employers (53%) promote from this occupation to other positions, such as team leader, supervisor, membership sales or positions of administration or management.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- Promotions 4
- Employees Leaving 20
- New Positions 5
- Temporary 5
- TOTAL 34

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 140-160 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 1.2 times the average (faster than average)

Other Information

Gender

27% Male, 73% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Local government, civic, social and fraternal associations,
- Skilled nursing care facilities, and
- Social services (NEC).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Residential Counselors

Alternative Titles: Facility Manager/Supervisor, Direct Care Staff, Housing Assistant, Advocate

OES Code: 273070

15 Firms Responding Representing 259 Employees

Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs and furnishings.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$7.48 | \$6.50 |
| New Hires, Experience | \$5.75-\$8.63 | \$7.25 |
| 3-Plus Years Experience | \$5.75-\$12.70 | \$8.63 |

F/T workers (83%) work an average of 30-43 hrs/wk; P/T workers (16%) average 19 hrs/wk; Temp/On-call workers (1%) average 40 hrs/wk.

Benefits

14 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 86 % | 0 % |
| Dental Insurance | 43 % | 0 % |
| Vision Insurance | 36 % | 0 % |
| Life Insurance | 57 % | 0 % |
| Paid Sick Leave | 64 % | 14 % |
| Paid Vacation | 86 % | 14 % |
| Retirement Plan | 57 % | 7 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(K) or 403(B) retirement plans, bonus days or employer matching on continuing education costs. Employers may have waiting periods for F/T employees for certain benefits or require that employees co-pay or entirely pay for certain benefits.

Education, Training and Experience

Many employers (47%) recent hires have some college, but no degree. Many employers (47%) require 1-24 months of training (or certification) in First Aid/CPR, counseling or industry-specific coursework prior to employment. Some employers (33%) always or usually (27%) require related work experience of 6-36 months in counseling, supervision, management or instructor/worker experience. Some employers (27%) never require related work experience. Many employers (40%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to plan and organize the work of others
- Record keeping
- Merchandise ordering
- Ability to write effectively
- Problem solving
- Ability to implement a progressive discipline process
- Ability to apply stress management techniques

Personal or Other Skills

- Willingness to work with close supervision
- Ability to do shift work
- Ability to work independently
- Interpersonal
- Ability to deal effectively with difficult individuals
- Empathetic
- Listening

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Some employers (27%) seek word processing skills in their employees. Over the next three years, employers noted that computer experience, spreadsheet, database and small group communication skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (87%) recruit by newspaper ads. Many employers (53%) recruit by employees' referrals, by hiring unsolicited applicants (40%) or by utilizing the Employment Development Department's hiring services (40%). Many employers (53%) project that this occupation will remain stable over the next three years. However, many employers (47%) project that it will grow. Firms projecting growth accounted for 77% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 37% annual turnover rate.

Promotional Opportunities

Almost all employers (80%) promote from this occupation to other positions, such as supervisor, assistant administration, program coordinator or management.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- Promotions 38
- Employees Leaving 58
- New Positions 14
- Temporary 5
- TOTAL 115

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 140-220 employees (large)
- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions
- Annual Job Growth Rate: 4.7 times the average (much faster than average)

Other Information

Gender

49% Male, 51% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- Residential care.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Secretaries, except Legal and Medical

Alternative Titles: Administrative Assistant/Secretary, Escrow Secretary

OES Code: 551080

16 Firms Responding Representing 63 Employees

Description

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, Reading and routing incoming mail and filing correspondence and other records. They may perform various other assigned clerical duties. Please do not include Medical and Legal Secretaries.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$10.22 | \$7.00 |
| New Hires, Experience | \$6.25-\$10.69 | \$8.03 |
| 3-Plus Years Experience | \$6.98-\$15.54 | \$11.00 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|---------------|--------|
| New Hires, No Experience | \$7.73-\$8.02 | \$7.88 |
| New Hires, Experience | \$8.49-\$8.67 | \$8.58 |
| 3-Plus Years Experience | \$8.96-\$9.60 | \$9.28 |

F/T workers (63%) work an average of 40 hrs/wk;
P/T workers (19%) average 22 hrs/wk; Temp/On call workers (17%) average 29 hrs/wk.

Benefits

16 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 94 % | 13 % |
| Dental Insurance | 69 % | 13 % |
| Vision Insurance | 56 % | 13 % |
| Life Insurance | 56 % | 13 % |
| Paid Sick Leave | 75 % | 25 % |
| Paid Vacation | 81 % | 25 % |
| Retirement Plan | 69 % | 19 % |
| Child Care | 13 % | 0 % |

Other benefits that may be offered are: Disability insurance. Employers may have waiting periods for F/T workers for certain benefits. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits.

Education, Training and Experience

Some employers (38%) recent hires have some college, but no degree, a high school diploma or equivalent (38%) or an associate degree (25%). Some employers (38%) require 1-12 months of training (or certification) in word processing, typing, specific computer software applications or phone/people skills prior to employment. Many employers (44%) always or usually (44%) require related work experience of 5-24 months in receptionist, accounting/bookkeeping and secretarial or computer-skilled positions. All employers (100%) sometimes allow training to substitute for work experience.

License/Certification

None, however, employers may require certified typing skills.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Alphabetic and numeric filing
- Proofreading
- Ability to operate a transcribing machine
- Ability to follow billing procedures
- Ability to use spreadsheet software
- English grammar, spelling and punctuation
- Telephone answering
- Ability to write effectively
- Ability to maintain an appointment calendar
- Ability to take dictation at 100 wpm or more
- Ability to type at least 60 wpm

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

All employers (100%) seek word processing skills in employees. Most employers (75%) seek spreadsheet

skills and many employers (50%) seek database skills. Some employers (25%) seek desktop publishing skills in employees. Over the next three years, employers noted that Windows, Internet, E-mail and other computer skills will be needed in this occupation. Obsolete skills noted were typing, dictation and shorthand.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (80%) recruit by newspaper ads. Most employers (73%) recruit by employees' referrals and many (40%) by in-house promotion or transfer. Almost all employers (88%) project that this occupation will remain stable over the next three years.

Annual Turnover

Employers responding to the survey report a 10% annual turnover rate.

Promotional Opportunities

Most employers (60%) promote from this occupation to other positions, such as executive secretary, supervisor administration or business manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 0 |
| • Employees Leaving | 6 |
| • New Positions | 5 |
| • Temporary | 18 |
| TOTAL | 29 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 960-1080 employees (very large)
- Job Openings from Growth: 120 positions
- Job Openings from Separations: 120 positions
- Annual Job Growth Rate: 1.0 times the average (average)

Other Information

Gender

0% Male, 100% Female

Unionization

Yes, 21% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Local government offices,
- Religious organizations, and
- Help supply services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Social Workers - except Medical and Psychiatric

Alternative Titles: Service Coordinator, Direct Care Staff, Family Worker, Developmental Care Giver

OES Code: 273050

15 Firms Responding Representing 212 Employees

Description

Social Workers, Except Medical and Psychiatric, counsel and aid individuals and families requiring social service assistance. Please include Community Organization Social Workers who plan, organize and work with community groups to solve problems. Please do not include workers who are primarily Medical, Psychiatric or Chemical Dependency Social Workers.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$11.03 | \$8.15 |
| New Hires, Experience | \$6.00-\$28.77 | \$9.67 |
| 3-Plus Years Experience | \$7.50-\$36.44 | \$12.03 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$11.59-\$11.59 | \$11.59 |
| New Hires, Experience | \$12.74-\$13.10 | \$12.92 |
| 3-Plus Years Experience | \$14.45-\$15.73 | \$15.09 |

F/T workers (79%) work an average of 40 hrs/wk;
P/T workers (18%) average 29 hrs/wk; Seasonal workers (3%) average 40 hrs/wk.

Benefits

14 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 93 % | 21 % |
| Dental Insurance | 64 % | 21 % |
| Vision Insurance | 43 % | 14 % |
| Life Insurance | 50 % | 14 % |
| Paid Sick Leave | 86 % | 14 % |
| Paid Vacation | 79 % | 14 % |
| Retirement Plan | 57 % | 14 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(k) or 403(b) retirement plans, supplemental life insurance, long-term disability insurance, compensation time, bonus days or club memberships. Employers may have a waiting period for F/T workers. Employers may make certain benefits available for F/T workers

to purchase or require that employees co-pay for certain benefits. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits.

Education, Training and Experience

Many employers (53%) recent hires have a bachelor degree and some (20%) have done graduate study. Most employers (60%) require 13-72 months of training (or certification) in social work, Certified Alcohol & Drug Counselor (CADAC), Marriage/Family/Child Counselor (MFCC) or Master of Clinical Social Work (MCSW) or give preference to hires with a bachelor or graduate study degree prior to employment. Many employers (40%) always or usually (47%) require related work experience of 6-36 months in social work, case management, direct care, family and child counseling or non-profit organization experience. Many employers (53%) sometimes allow training to substitute for work experience.

License/Certification

No state-mandated requirement, however, certain positions within the field of social work may have specific degree or certification requirements in order to obtain/hold the position (see above).

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Understanding of court proceedings
- Record keeping
- Knowledge of veterans services
- Knowledge of protective services for children and adults
- Knowledge of family social work
- Vocational counseling
- Ability to interview others for information
- Possession of a valid driver's license
- Ability to write effectively

Personal or Other Skills

- Understanding of a variety of cultures
- Leadership
- Ability to handle crisis situations
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to apply complex rules and regulations
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (47%) seek word processing skills in employees. Few employers (13%) seek spreadsheet, database (7%) or other skills such as e-mail usage or general computer skills (13%). Over the next three years, employers noted that computer skills, career counseling and group facilitation skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (80%) recruit by newspaper ads. Many employers (53%) recruit by utilizing the Employment Development Department's hiring services, by hiring unsolicited applicants (47%) or by employees' referrals (40%). Many employers (53%) project that this occupation will remain stable over the next three years. However, many other employers (47%) project that it will grow. Firms projecting growth accounted for 55% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 9% annual turnover rate.

Promotional Opportunities

Most employers (71%) promote from this occupation to other positions, such as lead staff person, training and development officer, supervisor, assistant administrator, facility manager or director.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

| | |
|---------------------|----|
| • Promotions | 3 |
| • Employees Leaving | 16 |
| • New Positions | 6 |
| • Temporary | 6 |
| TOTAL | 31 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 380-500 employees (very large)
- Job Openings from Growth: 120 positions
- Job Openings from Separations: 60 positions
- Annual Job Growth Rate: 2.6 times the average (much faster than average)

Other Information

Gender

28% Male, 72% Female

Unionization

Yes, 52% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Individual and family social services,
- Local government offices,
- Child day care services, and
- Residential care.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Stock Clerks - Sales Floor

Alternative Titles: Utility Clerk, Replenishment Person, Express Person, Stocker/Receiver

OES Code: 490210

16 Firms Responding Representing 248 Employees

Description

Sales Floor Stock Clerks receive, store and issue merchandise on the sales floor, stock shelves, racks, cases, bins and tables with merchandise, arrange displays of items to attract customers and may periodically take physical count of stock or check and mark merchandise.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.00-\$6.45 | \$5.50 |
| New Hires, Experience | \$5.00-\$7.50 | \$5.63 |
| 3-Plus Years Experience | \$5.00-\$15.75 | \$7.50 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$7.00-\$7.50 | \$7.25 |
| New Hires, Experience | \$10.00-\$10.50 | \$10.25 |
| 3-Plus Years Experience | \$15.83-\$16.00 | \$15.92 |

F/T workers (50%) work an average of 40 hrs/wk; P/T workers (40%) average 25 hrs/wk; Seasonal workers (8%) average 30 hrs/wk. Few employers utilizing stock clerks for partial sales duties offer commissions of 1-1.5% on sales in addition to regular wages.

Benefits

12 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 50 % |
| Dental Insurance | 83 % | 50 % |
| Vision Insurance | 75 % | 42 % |
| Life Insurance | 83 % | 50 % |
| Paid Sick Leave | 75 % | 42 % |
| Paid Vacation | 92 % | 42 % |
| Retirement Plan | 83 % | 42 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: 401(k) or life insurance (paid for by the employee). Few employers have a waiting period or minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training and Experience

Many recent hires have a high school diploma or equivalent and many have some college, but no degree. Few employers require retail training or cash register/checker work prior to employment. Most employers sometimes require related work experience of 5-24 months in retail clerking, customer service, stocking or shipping/receiving. Many employers sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate a forklift
- Record keeping
- Cash handling
- Understanding of inventory techniques
- Bondable

Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers seek other skills such as knowledge of merchandise inventory systems. Over the next three years, few employers noted that increased computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers hire unsolicited applicants. Many employers recruit by employees' referrals, in-house promotion or transfer, newspaper ads and utilization of the Employment Development Department's hiring services. Many employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 48% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 10% annual turnover rate.

Promotional Opportunities

Almost all employers promote from this occupation to other positions, such as sales associate, department manager or manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 4 |
| • Employees Leaving | 20 |
| • New Positions | 18 |
| • Temporary | 4 |
| TOTAL | 46 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 550-600 employees (very large)
- Job Openings from Growth: 50 positions
- Job Openings from Separations: 80 positions
- Annual Job Growth Rate: 1.3 times the average (faster than average)

Note: Actual positions filled in the past 12 months (46 positions) represent a 19% increase for that period, which is consistent with the 1994-2001 designation of faster than average.

Other Information

Gender

57% Male, 43% Female

Unionization

Yes, 24% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Grocery stores,
- Department stores, and
- Motor vehicle supplies and new parts.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Stock Clerks - Stockroom, Warehouse, Storage Yard

Alternative Titles: Merchandise Clerk, Materials Management Coordinator, Replenishment Clerk

OES Code: 580230

17 Firms Responding Representing 141 Employees

Description

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. This description does not include stockroom laborers and workers whose primary duties involve shipping, weighing, and checking.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$10.00 | \$6.50 |
| New Hires, Experience | \$6.00-\$12.00 | \$7.00 |
| 3-Plus Years Experience | \$6.50-\$14.50 | \$8.00 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 52% | 39 |
| Part-Time | 48% | 24 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 35 % | 53 % | 0 % | 6 % |
| Dental | 47 % | 41 % | 0 % | 6 % |
| Vision | 41 % | 35 % | 0 % | 18 % |
| Life Insurance | 41 % | 24 % | 12 % | 18 % |
| Sick Leave | 65 % | 0 % | 0 % | 29 % |
| Vacation | 88 % | 0 % | 0 % | 6 % |
| Retirement Plan | 53 % | 18 % | 6 % | 18 % |
| Child Care | 6 % | 0 % | 0 % | 88 % |
| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
| Medical | 6 % | 18 % | 0 % | 41 % |
| Dental | 6 % | 18 % | 0 % | 41 % |
| Vision | 6 % | 12 % | 0 % | 47 % |
| Life Insurance | 12 % | 6 % | 6 % | 41 % |
| Sick Leave | 12 % | 0 % | 0 % | 53 % |
| Vacation | 24 % | 0 % | 0 % | 41 % |
| Retirement Plan | 12 % | 0 % | 6 % | 47 % |
| Child Care | 6 % | 0 % | 0 % | 59 % |

Other employee benefits that may be offered include 401(k) retirement plans; cafeteria benefit plans; performance bonuses; and stock options plans.

Education, Training and Experience

Almost all employers require a high school diploma or equivalent, although a few will accept less than a high school education.

A few employers responding to the survey require and many employers prefer new employees have an average of 7 months previous experience in this occupation. Almost all employers allow an average of 7 months experience in related fields (retail sales) to be substituted for previous experience.

Most employers do not require employees to have any prior training. However, some employers require and some more employers prefer employees have an average of 6 months training in warehousing. Most employers will allow an average of 4 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Inventory control of new merchandise
- Able to check manifest for errors
- Knowledge of warehousing procedures
- Shipping and receiving knowledge
- Stocking of shelves and pallets
- Ordering of supplies using computer spreadsheet
- Computer knowledge
- Knowledge of price scanners and shelf label pricing equipment

Physical Skills

- Physically fit for standing, walking, stooping, bending and lifting
- Knowledge of safety equipment

Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to perform routine, repetitive work
- Knowledge of updated products

Basic Skills

- Ability to read and write for following directions
- Ability to follow oral instructions
- Basic math

Employers may require employees possess a valid drivers license. Depending on the type of business, employers may require forklift and pallet jack experience, and basic computer knowledge.

Supply and Demand Assessment

Recruitment Methods

Many employers hire new employees based on referrals from current employees, through in-house promotions and transfers, and by accepting walk-in applicants.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, some employers representing 32% of the workforce project their employment in this occupation will grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 26.9% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions, such as:

- Head Clerk,
- Floor Sales,
- Supervisor (Merchandise, Department, etc.), and
- Manager (Sales, Department, Receiving, etc.).

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4)
- Inexperienced Applicants: Not Difficult (1.80 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 13
- Employees Leaving: 25
- New Positions: 8
- Temporary: 0
- TOTAL 46

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: 360-380 employees (very large)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 50 positions
- Annual Job Growth Rate: 0.27 times the average (slower than average)

Other Information

Gender

70% Male, 30% Female

Unionization

Yes, 12% of the employers responding to the survey are unionized, representing 3% of the workforce.

Where the Jobs Are (Major Employing Industries):

- Grocery stores,
- General medical and surgical hospitals,
- Lumber and building materials,
- Plumbing and hydronic heating supplies, and
- Government (state, county and city).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Surgical Technicians

Alternative Titles: Scrub Tech, Operating Room Tech, Clinical Assistant

OES Code: 329280

6 Firms Responding Representing 41 Employees

Description

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile set-ups, count sponges, needles and instruments before and during surgery, check the operation of equipment and clean and restock the operating room. They may pass instruments and supplies to surgeons and may assist in transporting, positioning, prepping and draping patients for surgery. They may be known as Surgical Technologists. Please do not include Surgical Assistants who perform such tasks as retracting tissue, suturing skin and suctioning blood during surgery.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$7.50-\$11.08 | \$8.51 |
| New Hires, Experience | \$8.50-\$12.70 | \$9.22 |
| 3-Plus Years Experience | \$9.88-\$15.00 | \$10.50 |

F/T workers (44%) work an average of 37 hrs/wk;
P/T workers (27%) average 19 hrs/wk; Temp/On-call workers (29%) average 23 hrs/wk.

Benefits

6 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 67 % |
| Dental Insurance | 83 % | 67 % |
| Vision Insurance | 67 % | 50 % |
| Life Insurance | 83 % | 50 % |
| Paid Sick Leave | 100 % | 67 % |
| Paid Vacation | 100 % | 67 % |
| Retirement Plan | 83 % | 50 % |
| Child Care | 17 % | 17 % |

Other benefits that may be offered are: 401(k) retirement plan, accidental death and dismemberment insurance or long-term disability insurance.

Education, Training and Experience

Many employers (50%) recent hires have high school diploma or equivalent. Most employers (67%) require 9-24 months of training (or certification) in medical terminology, Certified Nurses Assistant (CNA), medical assisting or scrub tech certification prior to employment. Most employers (67%) always require related work experience of 9-24 months in CNA, Licensed Vocational Nurse (LVN), Registered Nurse (RN), medical assisting or scrub tech work. Many employers (50%) sometimes allow training to substitute for work experience.

License/Certification

Although certification by the Liaison Council on Certification of Surgical Technologists is not required, it is advised because certain facilities may require it as a prerequisite for hiring. Prior to certification, an applicant must complete a one year Surgical Technician/Technology training program at a vocational technical school, community college or at a hospital.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of physiology
- Knowledge of anatomy
- Ability to follow emergency procedures
- Instrument sterilization
- Infection control
- Understanding of asepsis
- Ability to assist with the application of dressings
- Knowledge of pharmacology
- Ability to perform pre-operative shave preps
- Ability to assist in the recovery room
- Certified Operating Room Technician (CORT)
- Knowledge of medical terminology

Physical Skills

- Manual dexterity
- Ability to stand continuously for 2 or more hours

Personal or Other Skills

- Ability to relate to patients
- Willingness to work as part of a team
- Ability to work independently

Basic Skills

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (17%) seek other skills in employees such as basic life support (BLS) certification. Over the next three years, employers noted that skills such as keeping pace with equipment and technology changes will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers (83%) recruit by employees' referrals or by in-house promotion or transfer (83%). Many employers recruit by newspaper ads (50%). Most employers (67%) project that this occupation will remain stable over the next three years. However, some employers (33%) project that it will grow. Firms who acknowledged growth in the occupation in the past 12 months were responsible for 82% of the positions hired in that period.

Annual Turnover

Employers responding to the survey report a 17% annual turnover rate.

Promotional Opportunities

Most employers (67%) do not promote from this occupation to other positions. Some employers (33%) do promote to circulating surgery assistant, LVN or RN (when appropriately credentialed).

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 0 |
| • Employees Leaving | 7 |
| • New Positions | 7 |
| • Temporary | 8 |
| TOTAL | 22 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 30-40 employees (small)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.7 times the average (much faster than average)

Other Information

Gender

29% Male, 71% Female

Unionization

None

Where the Jobs Are (Major Employing Industries)

- General medical and surgical hospitals, and
- Offices and clinics of doctors of medicine.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Systems Analysts - Electronic Data Processing

Alternative Titles: Office Automation Consultant, Network Manager, Computer Support Technician, Computer Science Specialist, System Software Technician

OES Code: 251020

12 Firms Responding Representing 44 Employees

Description

Systems Analysts – Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This description does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$8.96-\$19.16 | \$15.24 |
| New Hires, Experience | \$11.20-\$21.86 | \$16.40 |
| 3-Plus Years Experience | \$11.67-\$24.74 | \$17.76 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$9.95-\$16.11 | \$12.99 |
| New Hires, Experience | \$10.97-\$16.96 | \$15.04 |
| 3-Plus Years Experience | \$12.09-\$21.29 | \$16.81 |

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 86% | 42 |
| Part-Time | 7% | 23 |
| Temporary/On-Call | 7% | 40 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 58 % | 42 % | 0 % | 0 % |
| Dental | 58 % | 33 % | 0 % | 8 % |
| Vision | 67 % | 17 % | 0 % | 17 % |
| Life Insurance | 75 % | 8 % | 0 % | 17 % |
| Sick Leave | 100 % | 0 % | 0 % | 0 % |
| Vacation | 100 % | 0 % | 0 % | 0 % |
| Retirement Plan | 33 % | 67 % | 0 % | 0 % |
| Child Care | 0 % | 8 % | 0 % | 92 % |
| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
| Medical | 0 % | 17 % | 0 % | 0 % |
| Dental | 0 % | 17 % | 0 % | 0 % |
| Vision | 8 % | 8 % | 0 % | 0 % |
| Life Insurance | 8 % | 8 % | 0 % | 0 % |
| Sick Leave | 8 % | 8 % | 0 % | 0 % |
| Vacation | 8 % | 8 % | 0 % | 0 % |
| Retirement Plan | 0 % | 17 % | 0 % | 0 % |
| Child Care | 0 % | 0 % | 0 % | 17 % |

Other employee benefits that may be offered include overtime pay; and medical expense reimbursement.

Education, Training and Experience

All employers require at least a high school diploma or equivalent. Many employers require a two-year associate degree, while a few employers require a bachelor degree.

All employers responding to the survey either require (some employers) or prefer (most employers) new employees have an average of 24 months previous experience in this occupation. Many employers will allow an average of 22 months experience in related fields (information technology) to be substituted for previous experience.

Most employers either require (some employers) or prefer (some employers) employees have an average of 27 months training in systems analysis and related sub-fields. Many employers will allow an average of 15 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of computer concepts
- Familiar with programming languages
- Data processing knowledge
- Accounting knowledge
- Physical sciences knowledge
- Knowledge of computer software and hardware
- Evaluate business procedures and problems
- Prepare specifications for basic network programming

Physical Skills

- Good vision
- Ability to work rapidly
- Ability to perform precision work

- Able to sit for periods of time

Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to work closely with others

Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Logical thinker
- Oral communications
- Excellent math
- Customer service

Employers often require Systems Analysts have substantial knowledge of word processing, database, spreadsheet and desktop publishing software, in addition to solid programming abilities.

Depending on the nature of the business, employees may need an understanding of accounting, business management or economics (for work in a business environment) or background in the physical sciences, mathematics or engineering (for work at scientifically oriented organizations).

Systems Analysts may design application software for computers. They also may prepare technical documentation and instructional manuals relevant to the establishment and functioning of entire operational systems.

Employees should expect to frequently attend continuing education courses in computer concepts, systems analysis, and data base management to upgrade their skills and remain current in a rapid evolving industry.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on the response to newspaper want ads. Some employers hire via the response to trade journal advertisements, through the internet, and via direct recruitment from colleges and universities.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable. However, some employers representing 27% of the workforce project

their employment in this occupation will grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 13.6% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Senior or Lead Systems Analyst,
- Supervisor, and
- Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.25 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.63 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- | | |
|----------------------|-----------|
| • Promotions: | 1 |
| • Employees Leaving: | 5 |
| • New Positions: | 9 |
| • Temporary: | 1 |
| TOTAL | 16 |

EDD Shasta County Occupational Employment Projections from 1995 to 2002:

- Size of Occupation: 110-160 employees (medium)
- Job Openings from Growth: 50 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.21 times the average (much faster than average)

Other Information

Gender

77% Male, 23% Female

Unionization:

Yes, 50% of the employers responding to the survey are unionized, representing 61% of the workforce.

Where the Jobs Are (Major Employing Industries):

- Government (federal, state, county and city)
- Elementary and secondary schools, and
- Paper mills.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Teachers - Elementary School

Alternative Titles: Primary/Intermediate Teacher, Middle/Upper Teacher, Montessori Teacher/Director

OES Code: 313050

21 Firms Responding Representing 587 Employees

Description

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social and formative skills. Please do not include special education teachers who teach only handicapped pupils.

(Note: Kindergarten Teachers are surveyed in conjunction with Pre-School Teachers and are not part of the data represented here.)

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.50-\$12.06 | \$7.67 |
| New Hires, Experience | \$6.00-\$13.15 | \$8.15 |
| 3-Plus Years Experience | \$6.71-\$14.25 | \$9.35 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$7.99-\$13.07 | \$12.08 |
| New Hires, Experience | \$9.59-\$15.34 | \$12.76 |
| 3-Plus Years Experience | \$10.23-\$18.70 | \$13.48 |

F/T workers (93%) work an average of 33-40 hrs/wk; P/T workers (4%) average 19 hrs/wk; Temp/On-call workers (3%) average 38 hrs/wk. Few employers give bonuses of \$87-\$124 per month to employees with 3+ years experience with the firm.

Benefits

21 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 95 % | 10 % |
| Dental Insurance | 81 % | 10 % |
| Vision Insurance | 62 % | 5 % |
| Life Insurance | 62 % | 10 % |
| Paid Sick Leave | 86 % | 5 % |
| Paid Vacation | 19 % | 5 % |
| Retirement Plan | 62 % | 10 % |
| Child Care | 5 % | 0 % |

Other benefits that may be offered are: income protection for long-term sickness absence from the

classroom. Few employers prorate benefits for P/T employees.

Education, Training and Experience

Most recent hires have done graduate study and some have a bachelor degree. Many employers require student teaching, teacher credentialing or experience in particular types of curriculum prior to employment. Many employers sometimes require related work experience of 6-18 months as an instructional aide, director or teacher. Most employers sometimes allow training to substitute for work experience.

License/Certification

Yes. Requirements are: a bachelor degree, a professional prep program including student teaching, CBEST exam, SSAT or MSAT exam, NTE exam and training in the U.S. Constitution and teaching of reading. For a Professional "Clear", a fifth year of study including special education, health education and computer education course work is required.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Knowledge of algebra
- Audiovisual teaching
- Artistic ability
- Musical ability
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to write effectively
- Problem solving

Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

- Ability to exercise patience

Basic Skills

- Ability to read and follow instructions

Some employers seek word processing skills in employees. Few employers seek desktop publishing and other skills such as use of educational software. Over the next three years, some employers noted that computer/technology skills, information management or skills for working with academically-challenged students will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by newspaper ads. Many employers recruit by in-house promotion or transfer, public school or program referrals and private school referrals. Most employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 47% of recent hires in the past 12 months. Class size reduction may be a factor influencing growth in this occupation. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 5% annual turnover rate.

Promotional Opportunities

Many employers do not promote from this occupation to other positions, but many employers do promote to administrative positions.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|-----|
| • Promotions | 10 |
| • Employees Leaving | 22 |
| • New Positions | 53 |
| • Temporary | 16 |
| TOTAL | 101 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 730-870 employees (very large)
- Job Openings from Growth: 140 positions
- Job Openings from Separations: 110 positions
- Annual Job Growth Rate: 2.7 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (101 positions) represent a 17% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

20% Male, 80% Female

Unionization

Yes, 88% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools, and
- Child day care services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Teachers - Kindergarten

Alternative Titles: Primary Teacher, Montessori Teacher

OES Code: 313022

22 Firms Responding Representing 67 Employees

Description

Kindergarten Teachers instruct kindergarten pupils or private schools in elemental, physical, mental and developmental skills. Please do not include Instructional Aides or Pre-School Teachers.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.50-\$12.06 | \$9.27 |
| New Hires, Experience | \$6.35-\$13.15 | \$9.27 |
| 3-Plus Years Experience | \$6.50-\$14.25 | \$10.23 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$7.99-\$13.07 | \$12.08 |
| New Hires, Experience | \$9.59-\$15.34 | \$12.76 |
| 3-Plus Years Experience | \$10.23-\$18.70 | \$13.48 |

F/T workers (94%) work an average of 29-40 hrs/wk; P/T workers (6%) average 23 hrs/wk. Few employers give bonuses of \$87-\$174 per month to employees with 3+ years experience with the firm.

Benefits

22 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 91 % | 5 % |
| Dental Insurance | 77 % | 5 % |
| Vision Insurance | 59 % | 5 % |
| Life Insurance | 59 % | 5 % |
| Paid Sick Leave | 82 % | 5 % |
| Paid Vacation | 23 % | 5 % |
| Retirement Plan | 59 % | 9 % |
| Child Care | 5 % | 0 % |

Other benefits that may be offered are: income protection, in the event of a long-term sickness absence from the classroom.

Education, Training and Experience

Many recent hires have a bachelor degree and few have done graduate study. Many employers require teacher credentialing and/or student teaching prior to

employment. Many employers sometimes require related work experience of 6-24 months in student or assistant teaching or instructional aide work. Most employers sometimes allow training to substitute for work experience.

License/Certification

Yes, for all public education institutions. Requirements are: a bachelor degree, a professional prep program including student teaching, CBEST exam, SSAT or MSAT exam, NTE exam and training in the U.S. Constitution and teaching of reading. For a Professional "Clear", a fifth year of study including special education, health education and computer education course work is required.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate audiovisual equipment
- Oral reading
- Artistic ability
- Musical ability
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Ability to apply principles of recreation
- Possession of a state teachers' certificate
- Ability to write effectively
- Problem solving

Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly

Few employers seek word processing or specific education software skills in employees. Over the next three years, few employers noted that increased computer or information management skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Most employers recruit by newspaper ads. Many employers recruit by in-house promotion or transfer and public school or program referrals. Almost all employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 57% of recent hires in the past 12 months. Class size reduction may be a factor influencing growth in this occupation. (see Trends note for Pre-School Teachers)

Annual Turnover

Employers responding to the survey report a 4% annual turnover rate.

Promotional Opportunities

Most employers do not promote from this occupation to other positions, but many employers do promote to administrative positions.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|---|
| • Promotions | 1 |
| • Employees Leaving | 2 |
| • New Positions | 4 |
| • Temporary | 0 |
| TOTAL | 7 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 280-380 employees (large)
- Job Openings from Growth: 100 positions
- Job Openings from Separations: 40 positions
- Annual Job Growth Rate: 5.1 times the average (much faster than average)

Note: These projection figures are combined with those of Pre-School Teachers in that both occupations are surveyed together.

Other Information

Gender

4% Male, 96% Female

Unionization

Yes, 70% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools, and
- Child day care services.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Teachers - Preschool

Alternative Titles: Children's Center Teacher, Head Teacher

OES Code: 313021

17 Firms Responding Representing 188 Employees

Description

Preschool Teachers instruct preschool pupils or private schools in elemental, physical, mental and developmental skills. Please do not include Instructional Aides or workers whose primary function is child care.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.00-\$15.51 | \$5.75 |
| New Hires, Experience | \$5.00-\$15.51 | \$6.18 |
| 3-Plus Years Experience | \$5.03-\$16.94 | \$7.55 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$8.78-\$8.78 | \$8.78 |
| New Hires, Experience | \$11.08-\$11.08 | \$11.08 |
| 3-Plus Years Experience | \$11.61-\$11.61 | \$11.61 |

F/T workers (30%) work an average of 23-40 hrs/wk; P/T workers (65%) average 27 hrs/wk; Temp/On-call workers (4%) average 23 hrs/wk; Seasonal workers (1%) average 40 hrs/wk.

Benefits

13 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 62 % | 8 % |
| Dental Insurance | 46 % | 8 % |
| Vision Insurance | 31 % | 8 % |
| Life Insurance | 31 % | 8 % |
| Paid Sick Leave | 54 % | 31 % |
| Paid Vacation | 69 % | 31 % |
| Retirement Plan | 38 % | 15 % |
| Child Care | 46 % | 23 % |

Other benefits that may be offered are: holiday pay, club membership, and co-payment on disability insurance, cafeteria child care plans or after school programs. Few employers have a waiting period or minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training and Experience

Most recent hires have some college, but no degree. Some recent hires have an associate degree. Almost all employers require 12-18 ECE units, a children's center permit or First Aid/CPR training prior to employment. Many employers always require related work experience of 6-24 months in a child care, teacher's aide or preschool teacher position. Most employers sometimes allow training to substitute for work experience.

License/Certification

Yes, for all public education institutions. Requirements are: 24 semester units of course work in ECE units, 16 semester units of course work in general education toward a bachelor degree in specified areas and two years of children's center experience. An emergency permit may be issued if the candidate has: 12 units ECE in three specified areas, one year children's center experience and a statement of need from the employing school district.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate audiovisual equipment
- Oral reading
- Artistic ability
- Musical ability
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Ability to apply principles of recreation
- Ability to write effectively
- Problem solving

Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly

Few employers seek word processing, database and spreadsheet skills in employees. Over the next three years, many employers noted that new skills such as CPR and First Aid, knowledge of child development and ECE curriculum, foreign language capabilities, a bachelor degree or experience working with "ADD" children and their parents will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Many employers recruit by employees' referrals, in-house promotion or transfer, public school or program referrals or newspaper ads. Most employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 65% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report an 18% annual turnover rate.

Promotional Opportunities

Most employers promote from this occupation to other positions such as lead/head teacher, assistant director, coordinator/principal or elementary teacher (when credentialed).

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: somewhat difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 29 |
| • New Positions | 13 |
| • Temporary | 13 |
| TOTAL | 60 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 280-380 employees (large)
- Job Openings from Growth: 100 positions
- Job Openings from Separations: 40 positions
- Annual Job Growth Rate: 5.1 times the average (much faster than average)

Note: These projection figures are combined with those of Kindergarten Teachers in that both occupations are surveyed together. Actual positions filled in the past 12 months (60 positions) represent a 32% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

1% Male, 99% Female

Unionization

Yes, 20% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Child day care services,
- Elementary and secondary schools, and
- Religious organizations.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Teachers - Secondary School

Alternative Titles: Educational Instructor, High School Teacher

OES Code: 313080

7 Firms Responding Representing 356 Employees

Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics or social studies. Please include vocational high school teachers. Please do not include special education teachers who teach only students with disabilities.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$6.90-\$9.59 | \$7.91 |
| New Hires, Experience | \$7.48-\$10.31 | \$8.20 |
| 3-Plus Years Experience | \$8.06-\$11.03 | \$9.05 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$11.90-\$15.83 | \$15.33 |
| New Hires, Experience | \$11.90-\$19.18 | \$16.30 |
| 3-Plus Years Experience | \$11.90-\$21.10 | \$17.26 |

F/T workers (94%) work an average of 30-37 hrs/wk; P/T workers (4%) average 17 hrs/wk; Temp/On-call workers (1%) average 20 hrs/wk.

Benefits

7 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 14 % |
| Dental Insurance | 86 % | 14 % |
| Vision Insurance | 43 % | 14 % |
| Life Insurance | 71 % | 14 % |
| Paid Sick Leave | 100 % | 0 % |
| Paid Vacation | 57 % | 0 % |
| Retirement Plan | 86 % | 29 % |
| Child Care | 14 % | 0 % |

Other benefits that may be offered are: a child care payroll deduction. Few employers offer prorated benefits for P/T employees.

Education, Training and Experience

Most recent hires have done graduate study and some have a bachelor degree. Almost all employers require

teacher credentialing, computer training in industry-specific software applications or crisis training prior to employment. Most employers sometimes require related work experience of 5-9 months in teaching or counseling. Almost all employers sometimes allow training to substitute for work experience.

License/Certification

Yes. Requirements are: a bachelor degree, a professional prep program including student teaching, CBEST exam, SSAT or MSAT exam, PRAXIS exam and training in the U.S. Constitution and teaching of reading. For a Professional "Clear", a fifth year of study including special education, health education and computer education course work in required.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Audiovisual teaching
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Problem solving

Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers seek word processing skills in employees. Some employers seek spreadsheet and other skills such as Internet access or educational software experience. Few employers seek database skills. Over the next three years, many employers noted that computer skills will be needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Almost all employers recruit by in-house promotion or transfer. Most employers recruit by employees' referrals. Many employers project that this occupation will remain stable over the next three years. However, these same firms were responsible for 81% of recent hires in the past 12 months. (See "Annual Job Growth Rate" note.)

Annual Turnover

Employers responding to the survey report a 4% annual turnover rate.

Promotional Opportunities

All employers promote from this occupation to other positions such as supervisor, department head, vice principal, principal or other administrative positions.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 5 |
| • Employees Leaving | 11 |
| • New Positions | 10 |
| • Temporary | 5 |
| TOTAL | 31 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 190-210 employees (large)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 40 positions
- Annual Job Growth Rate: 1.5 times the average (much faster than average)

Note: Actual positions filled in the past 12 months (31 positions) represent a 9% increase for that period, which is consistent with the 1994-2001 designation of much faster than average.

Other Information

Gender

62% Male, 38% Female

Unionization

Yes, 92% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Job training and vocational rehabilitation services, and
- Residential care.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Tellers

Alternative Titles: Customer Service Representative, Member Service Representative, Personal Banker

OES Code: 531020

15 Firms Responding Representing 111 Employees

Description

Tellers receive and pay out money and keep records of money and negotiable instruments involved in various financial institutions' transactions.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.98-\$8.00 | \$6.83 |
| New Hires, Experience | \$6.48-\$8.69 | \$7.73 |
| 3-Plus Years Experience | \$7.66-\$10.36 | \$9.07 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$7.50-\$7.50 | \$7.50 |
| New Hires, Experience | \$8.00-\$8.00 | \$8.00 |
| 3-Plus Years Experience | \$10.00-\$10.00 | \$10.00 |

F/T workers (37%) work an average of 32-40 hrs/wk; P/T workers (52%) average 24 hrs/wk; Temp/On-call workers (11%) average 17 hrs/wk.

Benefits

14 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 93 % | 50 % |
| Dental Insurance | 86 % | 43 % |
| Vision Insurance | 79 % | 43 % |
| Life Insurance | 86 % | 43 % |
| Paid Sick Leave | 93 % | 57 % |
| Paid Vacation | 93 % | 57 % |
| Retirement Plan | 93 % | 43 % |
| Child Care | 29 % | 21 % |

Other benefits that may be offered are: 401(K) retirement plans, cafeteria benefit plans, stock options, tuition assistance or child care for F/T workers. Employers may have a minimum-hours-worked requirement for F/T or P/T workers for certain benefits. Employers may offer accidental death and dismemberment insurance or travel insurance for P/T workers. Employers may prorate benefits for P/T workers.

Education, Training and Experience

Most employers (67%) recent hires have a high school diploma or equivalent. Few employers (13%) require 6-12 months training (or certification) in cashier, accounting or bank training programs prior to employment. Some employers (20%) always, usually (33%) or sometimes (33%) require related work experience of 5-60 months in cashier, teller, banking services, customer service or sales positions. Most employers (60%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Record keeping
- Alphabetic and numeric filing
- Cash handling
- Ability to operate 10-key by touch
- Bondable
- Ability to write effectively
- Ability to type at least 30 wpm

Physical Skills

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills

- Ability to perform routine, repetitive work
- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (53%) seek word processing skills in employees. Some employers (20%) seek database or other skills such as Windows usage. Few employers (7%) seek spreadsheet skills in employees.

Over the next three years, employers noted that computer, interpersonal, sales skills and asset/liability knowledge will be needed in this occupation. Obsolete skills noted was the use of 10-key adding machines.

Supply and Demand Assessment

Recruitment Methods

Most employers (73%) recruit by newspaper ads, by employees' referrals (60%), by in-house promotion or transfer (60%) or by public school or program referrals (60%). Many employers (53%) project that this occupation will grow over the next three years. However, many other employers (40%) project that it will remain stable. Firms projecting growth accounted for 67% of recent hires in the past 12 months.

Annual Turnover

Employers responding to the survey report a 30% annual turnover rate.

Promotional Opportunities

All employers (100%) promote from this occupation to other positions, such as new account representative, operations assistant, customer service officer, collections, loan interviewer officer or supervisor.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 14 |
| • Employees Leaving | 19 |
| • New Positions | 7 |
| • Temporary | 2 |
| TOTAL | 42 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 180-200 employees (large)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 60 positions
- Annual Job Growth Rate: -0.8 times the average (slow decline)

Other Information

Gender

7% Male, 93% Female

Unionization

Yes, 2% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- State and national commercial banks, credit unions (not federally chartered).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Traffic, Shipping and Receiving Clerks

Alternative Titles: Merchandise Support, Warehouse Associate, Customer Service/Operations

OES Code: 580280

17 Firms Responding Representing 67 Employees

Description

Traffic, Shipping and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products. Please do not include Stock Clerks and workers whose primary duties involve weighing and checking.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$7.50 | \$6.00 |
| New Hires, Experience | \$5.75-\$11.99 | \$6.91 |
| 3-Plus Years Experience | \$5.75-\$14.38 | \$8.32 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$6.75-\$6.75 | \$6.75 |
| New Hires, Experience | \$7.40-\$7.40 | \$7.40 |
| 3-Plus Years Experience | \$11.00-\$11.00 | \$11.00 |

F/T workers (72%) work an average of 30-40 hrs/wk;
P/T workers (28%) average 26 hrs/wk.

Benefits

17 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 94 % | 18 % |
| Dental Insurance | 76 % | 18 % |
| Vision Insurance | 47 % | 12 % |
| Life Insurance | 76 % | 12 % |
| Paid Sick Leave | 76 % | 24 % |
| Paid Vacation | 88 % | 24 % |
| Retirement Plan | 88 % | 18 % |
| Child Care | 6 % | 0 % |

Other benefits that may be offered are: 401(K) retirement plans, cafeteria benefit plans, profit sharing or paid holidays for F/T workers. Employers may offer P/T workers paid holidays. Employers may

have waiting periods for F/T and P/T workers for certain benefits.

Education, Training and Experience

Almost all employers (94%) recent hires have a high school diploma or equivalent. Few employers (6%) require 1 month of training (or certification) in register training prior to employment. Some employers (24%) usually or sometimes (35%) require related work experience of 6-24 months in warehouse stocking, shipping and receiving, forklift usage or industry specific positions. Many employers (53%) sometimes allow training to substitute for work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to operate a forklift
- Ability to plan and organize the work of others
- Record keeping
- Understanding of inventory techniques
- Ability to use the US and private parcel post services
- Possession of a valid driver's license
- Ability to write effectively
- Ability to type at least 30 wpm

Physical Skills

- Ability to stand continuously for 2 or more hrs
- Ability to lift at least 60 lbs repeatedly

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (12%) seek spreadsheet, word processing (12%), database (12%), desktop publishing (6%) or other skills such as computer/computerized cash register or wide area network (WAN) skills in employees (18%). Over the next three years, employers noted that increased computer skills or use of industry specific software will needed in this occupation.

Supply and Demand Assessment

Recruitment Methods

Many employers (59%) recruit by in-house promotion or transfer, by employees' referrals (47%), by hiring unsolicited applicants (41%) or by utilizing the Employment Development Department's hiring services (41%). Most employers (65%) project that this occupation will remain stable for the next three years.

Annual Turnover

Employers responding to the survey report a 16% annual turnover rate.

Promotional Opportunities

All employers (100%) promote from this occupation to other positions, such as purchasing, sales, supervisor, and stock/warehouse manager or store manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: somewhat difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

- | | |
|---------------------|----|
| • Promotions | 3 |
| • Employees Leaving | 8 |
| • New Positions | 4 |
| • Temporary | 0 |
| TOTAL | 15 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 440-450 employees (very large)
- Job Openings from Growth: 10 positions
- Job Openings from Separations: 50 positions
- Annual Job Growth Rate: 0.2 times the average (slower than average)

Other Information

Gender

69% Male, 31% Female

Unionization

Yes, 6% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- United States Postal Service,
- Department stores, and
- Grocery stores, dairy products (fluid milk).

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Vehicle Salespersons - Retail

Alternative Titles: Salesperson, Sales Representative, Customer Salesperson

OES Code: 490111

15 Firms Responding Representing 95 Employees

Description

Vehicle Salespersons – Retail sell new and used automobiles, trailers, mobile homes, motor homes, boats, motorcycles and other vehicles to the public. They explain the features and demonstrate the operation of the vehicle in the showroom or on the road, and suggest optional equipment. They may compute the sales price, including tax, trade-in allowance, license fee, and discount, and requirements for financing payment of the vehicle on credit. This description does not include workers who primarily sell vehicle parts and accessories.

Wages

Hourly Wages

| | Range | Median |
|--------------------------|----------------|--------|
| New Hires, No Experience | \$5.75-\$11.99 | \$7.50 |
| New Hires, Experience | \$5.75-20.14 | \$7.85 |
| 3-Plus Years Experience | \$5.75-25.89 | \$9.97 |

Note: Wages in this occupation are mainly paid on a commission basis. Some employers offer a base salary, usually for new employees, which is offset by commission earnings. The hourly wages above were calculated by commission earnings divided by the number of hours worked.

Employment Status and Average Weekly Hours

| | % of Employees | Weekly Hours |
|-------------------|----------------|--------------|
| Full-Time | 97% | 43 |
| Part-Time | 3% | 23 |
| Temporary/On-Call | 0% | 0 |
| Seasonal | 0% | 0 |

Benefits

| Full-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
|-----------------|-------------------|------------|-------------------|--------------|
| Medical | 53 % | 33 % | 7 % | 7 % |
| Dental | 33 % | 13 % | 0 % | 53 % |
| Vision | 7 % | 13 % | 7 % | 73 % |
| Life Insurance | 40 % | 0 % | 13 % | 47 % |
| Sick Leave | 27 % | 0 % | 0 % | 73 % |
| Vacation | 73 % | 0 % | 7 % | 20 % |
| Retirement Plan | 7 % | 20 % | 13 % | 60 % |
| Child Care | 0 % | 0 % | 0 % | 100 % |
| Part-Time | Employer Pays All | Share Cost | Employee Pays All | Not Provided |
| Medical | 13 % | 0 % | 0 % | 7 % |
| Dental | 7 % | 0 % | 0 % | 13 % |

| | | | | |
|-----------------|-----|-----|-----|------|
| Vision | 7 % | 0 % | 0 % | 13 % |
| Life Insurance | 0 % | 0 % | 0 % | 20 % |
| Sick Leave | 0 % | 0 % | 0 % | 20 % |
| Vacation | 7 % | 0 % | 0 % | 13 % |
| Retirement Plan | 0 % | 0 % | 0 % | 20 % |
| Child Care | 0 % | 0 % | 0 % | 20 % |

Other employee benefits that may be offered include 401(k) retirement plans; and extra bonuses on sales.

Education, Training and Experience

Almost all employers require at least a high school diploma or equivalent, although some will accept less than a high school education. A few employers require a two-year associate degree.

Almost all employers responding to the survey either require (some employers) or prefer (many employers) new employees have an average of 13 months previous experience in this occupation. Many employers will allow an average of 13 months experience in related fields (sales, finance) to be substituted for previous experience.

Almost no employers require employees have any training prior to employment. However, a few employers require an average of 12 months training in vehicle sales (specifically in vehicle technology-related areas). Some employers will allow an average of 5 months training to be substituted for previous work experience.

License/Certification

None.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to apply sales techniques
- Understand inventory techniques
- Public contact
- Ability to deal with difficult people
- Good grooming and hygiene
- Professional appearance
- Oral communication
- Current and valid drivers license

Physical Skills

- Physically able to stand, walk and sit for long periods of time
-

Personal or Other Skills

- Understand a variety of cultures
- Willingness to work under close supervision
- Interpersonal skills
- Good listener
- Ability to exercise patients
- Ability to work independently

Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Ability to write legibly
- Basic math

Employers look for employees with good people skills and the ability to communicate effectively.

Supply and Demand Assessment

Recruitment Methods

Almost all employers hire new employees based on referrals from current employees and by accepting walk-in applicants. Many employers staff based on the response to newspaper want ads.

Employer Projected Occupation Growth

Most employers project their employment in this occupation will remain stable over the next 24 months. However, many employers representing 33% of the workforce project their employment in this occupation will grow over the next 24 months.

Annual Turnover

Employers responding to the survey report a 35.7% annual turnover rate.

Promotional Opportunities

Many employers promote from this occupation to other positions, such as:

- Sales Manager, and
- Finance Manager.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.75 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.09 on a scale of 4)

Employment Trends

Number of New Hires in the Last Year

- Promotions: 5
- Employees Leaving: 29
- New Positions: 15
- Temporary: 1
- TOTAL 50

EDD Shasta County Occupational Employment Projections from 1995 to 2002

- Size of Occupation: Not available
- Job Openings from Growth: Not available
- Job Openings from Separations: Not available
- Annual Job Growth Rate: Not available

Note: This occupation was previously grouped under "Salespersons – Retail." Size and growth rate information specifically for Vehicle Salespersons will not be available until the next projections are made.

Other Information

Gender

89% Male, 11% Female

Unionization

None. All employers responding to the survey were non-union.

Where the Jobs Are (Major Employing Industries)

- New and used car dealers,
- Boat dealers,
- Motorcycle dealers, and
- Recreation vehicle dealers.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Vocational and Educational Counselors

Alternative Titles: Community Skills Specialist, Service Coordinator, Marriage/Family/Child Counselor

OES Code: 315140

15 Firms Responding Representing 128 Employees

Description

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

Wages

Hourly Wages (Non-Union)

| | Range | Median |
|--------------------------|----------------|---------|
| New Hires, No Experience | \$5.75-\$11.51 | \$9.00 |
| New Hires, Experience | \$6.65-\$30.00 | \$10.84 |
| 3-Plus Years Experience | \$7.40-\$65.00 | \$12.29 |

Hourly Wages (Union)

| | Range | Median |
|--------------------------|-----------------|---------|
| New Hires, No Experience | \$13.77-\$20.49 | \$16.24 |
| New Hires, Experience | \$11.99-\$26.30 | \$17.73 |
| 3-Plus Years Experience | \$12.19-\$30.14 | \$19.16 |

F/T workers (63%) work an average of 30-39 hrs/wk; P/T workers (31%) average 31 hrs/wk; Temp/On-call workers (6%) average 8hrs/wk.

Benefits

14 firms responded to this survey question.

| | Full-Time | Part-Time |
|-------------------|-----------|-----------|
| Medical Insurance | 100 % | 29 % |
| Dental Insurance | 86 % | 21 % |
| Vision Insurance | 64 % | 14 % |
| Life Insurance | 71 % | 29 % |
| Paid Sick Leave | 93 % | 21 % |
| Paid Vacation | 71 % | 21 % |
| Retirement Plan | 86 % | 36 % |
| Child Care | 0 % | 0 % |

Other benefits that may be offered are: paid holidays. Employers may have waiting periods or a minimum-hours-worked requirements for F/T workers for certain benefits.

Education, Training and Experience

Many employers (53%) recent hires have done graduate study and some (27%) have a bachelor degree. Most employers (60%) require 4-60 months of training (or certification) in specific coursework

demanded by the industry, school counseling credential or a master/graduate degree prior to employment. Many employers (47%) usually require related work experience of 12-30 months in vocational/educational counseling, social work or teaching. Almost all employers (87%) sometimes allow training to substitute for work experience.

License/Certification

Yes. School counselors are required to obtain a Pupil Personnel Services Credential which requires completing of at least 30 semester units of school counseling, including a practicum which involves students. The California Basic Educational Skills Test (CBEST) must also be passed. Community and four year college counselors need a bachelor degree and current enrollment in a master of counseling, guidance, psychology or social studies program. Rehabilitation counselors should have a master degree or be enrolled in a master degree program. The commission on Rehabilitation Counselor Certification certifies counselors based on both experience and education.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills

- Ability to plan and organize the work of others
- Record keeping
- Knowledge of veterans services
- Ability to treat substance abuse
- Ability to apply vocational skills assessment tools and techniques
- Rehabilitation counseling
- Family counseling
- Ability to interview others for information
- Ability to write effectively
- Ability to analyze labor market information
- Ability to conduct training programs

Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (47%) seek word processing in employees. Some employers (27%) seek database skills and few employers (7%) seek spreadsheet or other skills such as general computer knowledge (7%). Over the next three years, employers noted that new public education strategies, new occupational coding, telemarketing, computer skills (spreadsheet, MS-Word and Excel) and Internet skills will be needed in this occupation. Obsolete skills noted were usage of some types of software (WordPerfect, Lotus) and involvement in college career fairs.

Supply and Demand Assessment

Recruitment Methods

Most employers (73%) recruit by newspaper ads or by employees' referrals (60%). Many employers (53%) recruit by in-house promotion or transfer or hire unsolicited applicants (40%). Most employers (60%) project that this occupation will remain stable for the next three years. However, some employers (33%) project that it will grow. Firms who acknowledged growth in the occupation in the past 12 months were responsible for 77% of the positions hired in that period.

Annual Turnover

Employers responding to the survey report a 19% annual turnover rate.

Promotional Opportunities

Many employers (50%) do not promote from this occupation to other positions. Many others (50%) do promote to supervisor, director, and assistant principal or principal. Those employers who do promote accounted for 94% of recent hires in the past 12 months.

Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: a little difficult
- Inexperienced Applicants: a little difficult

Employment Trends

Number of New Hires in the Last Year

| | |
|---------------------|----|
| • Promotions | 4 |
| • Employees Leaving | 20 |
| • New Positions | 3 |
| • Temporary | 8 |
| TOTAL | 35 |

EDD Shasta County Occupational Employment Projections from 1994 to 2001

- Size of Occupation: 80-100 employees (medium)
- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions
- Annual Job Growth Rate: 2.1 times the average (much faster than average)

Other Information

Gender

34% Male, 66% Female

Unionization

Yes, 37% of the employees covered by the survey are union members.

Where the Jobs Are (Major Employing Industries)

- Elementary and secondary schools,
- Job training and vocational rehabilitation services,
- Junior and community colleges, and
- State government.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%) and Few (1-19%)

Alphabetical List of Surveyed Occupations, 1995-1999

The following is a complete alphabetical listing of occupations and the year(s) they were surveyed via the California Cooperative Occupational Information System (CCOIS) program in Shasta County.

Occupations surveyed in 1997, 1998 and 1999 are available in this edition of the Occupation Outlook.

For information on occupations surveyed in 1995 and 1996, please contact:

CCOIS Coordinator
Shasta County Private Industry Council
1201 Placer Street
Redding, California 96001
Phone: (530) 245-1584
Fax: (530) 245-1596

A

Accountants and Auditors (1997)
Amusement and Recreation Attendants (1999)
Assemblers and Fabricators (1995)
Assemblers – Electrical and Electronic Equipment (Precision) (1998)
Automotive Body and Related Repairers (1999)
Automotive Mechanics (1997)

B

Bakers – Bread and Pastry (1997)
Bartenders (1999)
Bill and Account Collectors (1999)
Billing, Cost and Rate Clerks (1998)
Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers (1995, 1998)

C

Carpenters (1995)
Cashiers (1996)
Child Care Workers (1996, 1999)
Computer Network Technicians (1998)
Computer Programmers, including Aides (1996)
Cooks – Restaurant (1995)
Cooks – Specialty Fast Food (1997)
Correction Officers and Jailers (1997)
Cost Estimators (1998)
Counter and Rental Clerks (1998)
Customer Service Representatives – Non-Utilities (1995)

D

Data Entry Keyers (1995)
Dental Assistants (1996, 1999)
Dental Hygienists (1997)

E

Education Administrators (1999)
Electrical and Electronic Engineers (1996)
Electricians (1995, 1999)

F

Financial Managers (1999)
First Line Supervisors and Manager/Supervisors – Sales and Related Occupations (1995, 1998)
Food Preparation Workers (1997)
Food Service Managers (1996)

G

Gardeners, Groundskeepers, except Farm (1997)
General Managers and Top Executives (1999)
General Office Clerks (1997)
Guards and Watch Guards (1995)

H

Hairdressers, Hairstylists and Cosmetologists (1999)
Heating, Air Conditioning and Refrigeration
Mechanics and Installers (1995, 1999)
Home Health Aides (1999)
Home Health Care Workers (1995)
Hosts, Hostesses – Restaurant, Lounge or Coffee
Shop (1998)
Human Service Workers (1997)

I, J, K and L

Instructional Aides (1998)
Janitors and Cleaners, except Maids and
Housekeeping Cleaners (1998)
Kindergarten Teachers (see “Teachers –
Kindergarten”)
Legal Secretaries (1996, 1999)
Licensed Vocational Nurses (1995)

M

Machinists (1998)
Maids and Housekeeping Cleaners (1997)
Maintenance Repairers – General Utility (1997)
Marketing, Advertising and Public Relations
Managers (1997)
Medical Assistants (1996, 1999)
Medical Secretaries (1997)
Medical Records Technicians (1996)

N and O

Nurse Aides (1995)
Office Managers (1995)
Order Fillers, Wholesale and Retail Sales (1999)

P and Q

Paralegal Personnel (1995)
Personnel, Training and Labor Relations Managers
(1998)
Pharmacy Technicians (1997)
Physical Therapy Aides (1996)
Physical Therapy Assistants (1996)
Preschool Teachers (see “Teachers – Preschool”)

R

Receptionists and Information Clerks (1996, 1999)
Recreation Workers (1998)
Registered Nurses (1996)
Residential Counselors (1998)

S

Salespersons – Retail, except Vehicles (1996)
Sales Agents – Selected Business Services (1996)
Secretaries (1995)
Secretaries, except Legal and Medical (1998)
Secretaries – Legal (see “Legal Secretaries”)
Secretaries – Medical (see “Medical Secretaries”)
Social Workers, except Medical and Psychiatric
(1998)
Stock Clerks – Sales Floor (1997)
Stock Clerks – Stockroom, Warehouse, Storage Yard
(1999)
Surgical Technicians (1998)
Switchboard Operators (1995)
Systems Analysts (1995)
Systems Analysts – Electronic Data Processing
(1999)

T

Teachers – Kindergarten (1997)
Teachers – Elementary School (1997)
Teachers – Preschool (1997)
Teachers – Secondary School (1997)
Teachers – Special Education (1996)
Tellers (1998)
Traffic, Shipping and Receiving Clerks (1995, 1998)
Truck Drivers – Heavy or Tractor Trailer (1996)
Truck Drivers – Light, including Delivery and Route
Workers (1996)
Typists (1995)

U, V, W, X, Y and Z

Vehicle Salespersons – Retail (1999)
Vocational and Educational Counselors (1998)
Waiters and Waitresses (1996)
Welders and Cutters (1996)

CCOIS Questionnaire – 1997 and 1998 Survey Years



Please return completed questionnaire to:
Shasta County Private Industry Council
1220 Sacramento St.
Redding CA 96001

Phone: (916) 245-1584
Fax: (916) 246-4254

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

NAME: _____
POSITION: _____
PHONE: _____ FAX: _____

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in Shasta County. Please call the number above if you have questions.

ASSEMBLERS - ELECTRICAL AND ELECTRONIC EQUIPMENT - PRECISION

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Please include workers who primarily assemble electrical systems for machinery.

1. What job title(s) do you use for these duties _____ 005

2. How many employees do you currently have in this occupation? 010
How many of these fall within each of the following categories, and how many hours per week do they work, on average?

| | NUMBER OF EMPLOYEES | AVERAGE WEEKLY HOURS |
|-----------------------|---|---|
| Regular, Full Time: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 590 | <input type="text"/> <input type="text"/> 591 |
| Regular, Part Time: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 650 | <input type="text"/> <input type="text"/> 651 |
| Temporary Or On-Call: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 630 | <input type="text"/> <input type="text"/> 631 |
| Seasonal: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 610 | <input type="text"/> <input type="text"/> 611 |

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

| | |
|---|---|
| vacancies resulting from promotions within your firm? | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 031 |
| vacancies resulting from people in permanent positions leaving your firm? | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 032 |
| new permanent positions resulting from growth? | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 030 |
| temporary or seasonal positions? | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 033 |

4. Of the employees you currently have in this occupation, how many are: MALE? 060 FEMALE? 061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3 REMAIN STABLE ☐ 480 2 GROW ☐ 480 1

Why? _____ 481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3 REMAIN STABLE ☐ 740 2 GROW ☐ 740 1

Why? _____ 741

7. Are your employees in this occupation members of a union? (Please Check One) YES ☐ 300 1 NO ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4 SOMETIMES ☐ 390 3 USUALLY ☐ 390 2 ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

(Job Title) 414 _____
(Months of Experience) 416 _____
(Job title) 415 _____
(Months of Experience) 417

10. How difficult is it to find **fully experienced and qualified** applicants? (Please Check One)

NOT DIFFICULT ☐ 721 1 A LITTLE DIFFICULT ☐ 721 2 SOMEWHAT DIFFICULT ☐ 721 3 VERY DIFFICULT ☐ 721 4

11. If you ever hire **inexperienced** applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)

NOT DIFFICULT ☐ 731 1 A LITTLE DIFFICULT ☐ 731 2 SOMEWHAT DIFFICULT ☐ 731 3 VERY DIFFICULT ☐ 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)

NEVER ☐ 391 4 SOMETIMES ☐ 391 3 USUALLY ☐ 391 2 ALWAYS ☐ 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed) _____ 153 _____ 156
(Months of Training)

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)

| | | | | | |
|-----------------------------|--------------------------|-----|---------------------------|--------------------------|-----|
| LESS THAN HIGH SCHOOL | <input type="checkbox"/> | 140 | ASSOCIATE (2 YEAR) DEGREE | <input type="checkbox"/> | 142 |
| HIGH SCHOOL OR EQUIVALENT | <input type="checkbox"/> | 141 | BACHELOR (4 YEAR) DEGREE | <input type="checkbox"/> | 144 |
| SOME COLLEGE, BUT NO DEGREE | <input type="checkbox"/> | 157 | GRADUATE STUDY | <input type="checkbox"/> | 158 |

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)

WORD PROCESSING ☐ 051 SPREADSHEET ☐ 050 DATABASE ☐ 052 DESKTOP PUBLISHING ☐ 053
Other (Please Specify): _____ 054 _____ 055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?

| NEW SKILLS: | OBSOLETE SKILLS: |
|-------------|------------------|
| _____ 460 | _____ 462 |
| _____ 461 | _____ 463 |

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.

| | BASE WAGE OR SALARY | | TIPS OR COMMISSIONS | |
|---|--------------------------------------|-------------------------------------|--|-------------------------------------|
| New Hires With No Experience (Trained or Untrained): | \$ _____ | 550 | \$ _____ | 553 |
| New Hires Who Are Experienced: | \$ _____ | 551 | \$ _____ | 554 |
| Experienced Employees After Three Years With Your Firm: | \$ _____ | 552 | \$ _____ | 555 |
| Per: (Please Check One) | HOUR <input type="checkbox"/> 556 H | WEEK <input type="checkbox"/> 556 W | HOUR <input type="checkbox"/> 557 H | WEEK <input type="checkbox"/> 557 W |
| | MONTH <input type="checkbox"/> 556 M | YEAR <input type="checkbox"/> 556 A | MONTH <input type="checkbox"/> 557 M | YEAR <input type="checkbox"/> 557 A |
| Other (Please specify) | _____ <input type="checkbox"/> 556 O | | Other _____ <input type="checkbox"/> 557 O | |

18. Does your firm offer benefits to employees in this occupation? (Please Check One)

YES ☐ 589 1 NO ☐ 589 2

If yes, please specify: (Please Check All That Apply)

| | FULL-TIME | PART-TIME | | FULL-TIME | PART-TIME |
|-------------------------------|------------------------------|------------------------------|-----------------|------------------------------|------------------------------|
| MEDICAL INSURANCE | <input type="checkbox"/> 573 | <input type="checkbox"/> 583 | PAID SICK LEAVE | <input type="checkbox"/> 571 | <input type="checkbox"/> 581 |
| DENTAL INSURANCE | <input type="checkbox"/> 574 | <input type="checkbox"/> 584 | PAID VACATION | <input type="checkbox"/> 570 | <input type="checkbox"/> 580 |
| VISION INSURANCE | <input type="checkbox"/> 575 | <input type="checkbox"/> 585 | RETIREMENT PLAN | <input type="checkbox"/> 572 | <input type="checkbox"/> 582 |
| LIFE INSURANCE | <input type="checkbox"/> 576 | <input type="checkbox"/> 586 | CHILD CARE | <input type="checkbox"/> 577 | <input type="checkbox"/> 587 |
| Other (Please Specify): _____ | 578 | | | | 588 |

19. Do you ever promote employees from this occupation to higher level position? (Please Check One)

YES ☐ 514 1 NO ☐ 514 2

If yes, please specify: _____ 510

20. When you recruit employees for this occupation, which of the following methods do you **primarily** use? (Check all that apply)

| | | | | | |
|--------------------------------|--------------------------|-----|------------------------------------|--------------------------|-----|
| EMPLOYEES' REFERRALS | <input type="checkbox"/> | 371 | PUBLIC SCHOOL OR PROGRAM REFERRALS | <input type="checkbox"/> | 376 |
| RECRUIT VIA NEWSPAPER ADS | <input type="checkbox"/> | 372 | PRIVATE SCHOOL REFERRALS | <input type="checkbox"/> | 377 |
| PRIVATE EMPLOYMENT AGENCIES | <input type="checkbox"/> | 373 | EMPLOYMENT DEVELOPMENT DEPT. | <input type="checkbox"/> | 374 |
| HIRE UNSOLICITED APPLICANTS | <input type="checkbox"/> | 379 | UNION HALL REFERRALS | <input type="checkbox"/> | 378 |
| IN-HOUSE PROMOTION OR TRANSFER | <input type="checkbox"/> | 370 | Other (Please specify): _____ | <input type="checkbox"/> | 380 |

THANK YOU FOR YOUR COOPERATION !

Would you like to receive the outlook summary for this or any other occupation? (Please check one) YES ☐ 382 1 NO ☐ 382 2

CCOIS Questionnaire – 1999 Survey Year



Please return completed questionnaire to:
 Shasta County Private Industry Council - McCallum
 1220 Sacramento St. Phone (530) 245-1584
 Redding, CA 96001 Fax (530) 245-1596

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

| | | |
|--|--|------------------------------------|
| Occupation: 680140 AMUSEMENT AND RECREATION ATTENDANTS | | |
| Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions. | | |
| Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| If yes, please complete this survey for the occupation described. | | |
| If no, please return this questionnaire to the above address. | | |
| If your firm has multiple locations, please confine your answers to locations in your county . | | |
| 1. What job title(s) does your firm use for these duties? | Job Title(s): _____ | |
| 2. a. How many employees does your firm currently have in this occupation? | Number of Employees: _____ | |
| b. In this occupation, how many are: | Number of Males: _____ | Number of Females: _____ |
| c. In this occupation, how many current employees are there and on average how many weekly hours do they work? | | |
| Regular, Full Time: | Number of Employees: _____ | Average Weekly Hours Worked: _____ |
| Regular, Part Time: | Number of Employees: _____ | Average Weekly Hours Worked: _____ |
| Temporary/On Call: | Number of Employees: _____ | Average Weekly Hours Worked: _____ |
| Seasonal: | Number of Employees: _____ | Average Weekly Hours Worked: _____ |
| 3. In your firm, what shifts are available for this occupation? (check all that apply) | <input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____ | |
| 4. Has your firm hired in this occupation within the last 12 months? | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| If yes, how many were hired to fill: | | |
| vacancies resulting from promotions within your firm? _____ | | |
| vacancies resulting from people in permanent positions leaving your firm? _____ | | |
| new permanent positions resulting from growth? _____ | | |
| temporary, on call, or seasonal positions? _____ | | |
| 5. a. During the last 12 months, did your firm's employment in this occupation: (Check one) | <input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow | |
| b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one) | <input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow | |
| 6. When you hire applicants for this occupation, is prior experience in this occupation required? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred | |
| If yes or preferred, how much experience in this occupation is required/preferred? | _____ (months) | |
| Is experience in other occupations accepted? | <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: _____ (months) | |
| 7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one) | | |
| Not Difficult 1 2 3 4 Difficult | | |
| 8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one) | | |
| Not Difficult 1 2 3 4 Difficult | | |

| | | | |
|---|---|--|---|
| 9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted? | | <input type="checkbox"/> Yes <input type="checkbox"/> No (months) | |
| 10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required? | | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred (months) | |
| 11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one). | | | |
| <input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study | | | |
| 12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience? | | For other compensation, please indicate the average overall earnings and types(s) of compensation. | |
| • New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: (Please check one) | <u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year | <u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year | <u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____ |
| 13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number? | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them: | | | |
| | <u>Employer Pays All</u> FT PT <input type="checkbox"/> <input type="checkbox"/> | | <u>Share Cost</u> FT PT <input type="checkbox"/> <input type="checkbox"/> |
| | <u>Employee Pays All</u> FT PT <input type="checkbox"/> <input type="checkbox"/> | | <u>Not Provided</u> FT PT <input type="checkbox"/> <input type="checkbox"/> |
| Medical Insurance | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Dental Insurance | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Vision Insurance | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Life Insurance | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Sick Leave | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Vacation | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Retirement Plan | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Child Care | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| Other (Please Specify): | <input type="checkbox"/> <input type="checkbox"/> | | <input type="checkbox"/> <input type="checkbox"/> |
| 15. a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted? | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| b. What skills are important for career advancement? | | | |
| 16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply) | | | |
| Specify software names: <input type="checkbox"/> None | | | |
| <input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____ | | | |
| 17. What other new skills are needed to perform the duties of this occupation? | | | |
| 18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods? | | | |
| <input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____ | | | |
| 19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify: | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Would you like to receive a complimentary copy of the survey results for this occupation? | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

THANK YOU FOR YOUR COOPERATION !

Shasta County Training Directory

The Shasta County Training Directory was produced via a cooperative partnership between the Shasta County Private Industry Council (PIC) and the State of California Employment Development Department, Labor Market Information Division (EDD/LMID).

The information for this directory was collected as part of the Enhanced State Training Inventory (ESTI) survey, a component of the California Cooperative Occupational Information System (CCOIS).

Occupational Outlook 2000 and its sponsoring partners do not endorse or recommend any particular training providers and/or programs by their inclusion in this directory.

Private Industry Council funding for specific programs is subject to change without notice. Program placement is contingent upon client eligibility, assessment needs and the availability of training at the specific trainer. In addition, not all of the training providers and/or programs collected within this directory will necessarily meet the PIC acceptable vendors list criteria. Please contact your local service coordinator for specific information.

Finally, while we have made every effort to ensure that program information is accurate and current, this data does change frequently. For the most up-to-date information, please contact the training provider directly.

Now Available: Northern California Training Directory 1999-2000

For a more comprehensive listing of the various training opportunities available, the Northern California Training Directory 1999-2000 covers the 15 counties that make up the north state region.

Copies of the Northern California Training Directory 1999-2000 are available free-of-charge by contacting:

Northern California Training Directory
Attn: CCOIS Coordinator
Shasta County Private Industry Council
1201 Placer Street
Redding, California 96001
Phone: (530) 245-1584
Fax: (530) 245-1596

A Real Estate School – Griffin Realty & Mortgage Company

Contact Information

Physical and Mailing Address:
2997 Churn Creek Road
Redding, CA 96002

Phone: (530) 223-1768
Fax: (530) 223-2831
Website: None Provided
Email: None Provided

Accreditation

- None Provided

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Real Estate

Advance Computer Institute

Contact Information

Physical and Mailing Address:
2330 Churn Creek Road
Redding, CA 96002

Phone: (530) 222-6701
Fax: (530) 222-6702
Website: www.a-c-i.com
Email: info@a-c-i.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | * | |
| Financial Aid | * | |
| Job Placement | * | |
| On-Site Child Care | * | |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Applications and Systems Management
- Bookkeeping and Accounting (Computerized)
- Business Office Procedures (General, Legal and Medical Secretary)
- Computer and Information Sciences
- Computer Repair Technician (A+ Certification)
- Computer Programming
- Data Processing Technician
- Desktop Publishing and Graphic Design
- Drafting, AutoCAD
- General Office, Clerical and Typing Services
- Information Sciences and Systems
- Legal Administrative Assistant and Secretary
- Long-Distance On-Line Training
- Management Information Systems and Business Processing
- Medical Office Management (Terminology, Billing, Coding and Anatomy)
- Medical Secretary and Transcriptionist
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Engineer (MCSE) Networking
- Paraplegic Sight and Hearing Impaired
- Receptionist
- Voice Activation and the Physically Challenged
- Website Design / Internet

American Truck School, LLC

Contact Information

Physical and Mailing Address:
8530 Commercial Way
Redding, CA 96002

Phone: (530) 223-5693; (888) 700-5693
Fax: (530) 223-1086
Website: None Provided
Email: ats@awwwsome.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | * | |

Training Programs

- Truck, Bus and Other Commerical Vehicle Operator
- Tractor/Trailer Operation – Class A (4 weeks)

Between The Lines

Contact Information

Physical and Mailing Address:
1784 Churn Creek Road
Redding, CA 96002

Phone: (530) 223-2557
Fax: (530) 223-4006
Website: None Provided
Email: jmarvin1@aol.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Administrative Management (MS Office Suite)
- Computer Engineering
- Computer Programming
- Drafting, AutoCAD
- Geological and Related Sciences
- Information Processing and Data Entry Technician
- Medical Management Technology (Billing Terminology)

Cascade Small Business Development Center

Contact Information

Physical and Mailing Address:
737 Auditorium Drive, Suite A
Redding, CA 96001

Phone: (530) 225-2770
Fax: (530) 225-2769
Website: www.shastanet.org/sbdc
Email: cenmark@awwwsome.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Entrepreneurship (12 weeks)

Century 21 – Hilltop, Redding

Contact Information

Physical and Mailing Address:
2040 Hilltop Drive
Redding, CA 96002

Phone: (530) 221-7112
Fax: (530) 221-7116
Website: www.century21.com
Email: onhilltop@aol.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Real Estate

Community Employment Center Learning Lab – Anderson

Contact Information

Physical and Mailing Address:
2684 Gateway Drive
Anderson, CA 96007

Phone: (530) 378-6026
Fax: (530) 378-6912
Website: www.shastapic.com/plc
Email: wlarry@shastapic.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | * | |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Computer Literacy
- GED Preparation
- General Office, Clerical and Typing Services
- Reading, Literacy and Communication Skills

Community Employment Center Learning Lab – Redding

Contact Information

Physical and Mailing Address:
1201 Placer Street
Redding, CA 96001

Phone: (530) 245-1555
Fax: (530) 244-8006
Website: www.shastapic.com/plc
Email: nmorris@shastapic.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Computer Literacy
- GED Preparation
- General Office, Clerical and Typing Services
- Reading, Literacy and Communication Skills

Computer Learning Center, Redding

Contact Information

Physical and Mailing Address:
1647 Hartnell Ave, Suite 13
Redding, CA 96002

Phone: (530) 223-6855
Fax: (530) 223-6855
Website: None Provided
Email: tdemarco@shastalink.k12.ca.us

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | * | |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | | * |

Training Programs

- Information Processing and Data Entry Technician
- Software Applications: Corel Office, MS Office, Windows 95 and Windows 98

Future Trucking Professionals

Contact Information

Physical and Mailing Address:
5125-B Caterpillar Road
Redding, CA 96003

Phone: (530) 241-2099
Fax: (530) 241-7839
Website: www.uhca.com/schools
Email: witftp@aol.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | * | |

Training Programs

- Truck, Bus and Other Commercial Vehicle Operator
 - Commercial Licensing – Class A (4 weeks)
 - Commercial Licensing – Class A (8 weeks)
 - Forklift Certification

Grant and Resource Center of Northern California

Contact Information

Physical and Mailing Address:
2280 Benton Drive, Bldg. C, Suite A
Redding, CA 96003

Phone: (530) 244-1219
Fax: (530) 244-0905
Website: www.grcnc.org
Email: library@grcnc.org

Accreditation

- None Provided

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Business Management and Administrative Services
- Financial Management and Services

H & R Block Tax School

Contact Information

Physical and Mailing Address:
2643 Bechelli Lane
Redding, CA 96002

Phone: (530) 223-6672
Fax: (530) 223-6630
Website: None Provided
Email: None Provided

Accreditation

- Bureau For Private Post Secondary and Vocational Education
- California Tax Education Council

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Tax Preparation

Hillside Aviation

Contact Information

Physical and Mailing Address:
2600 Gold Street
Redding, CA 96001

Phone: (530) 241-4204
Fax: (530) 241-7125
Website: www.snowcrest.net/hillside
Email: hillside@snowcrest.net

Accreditation

- Federal Aviation Administration

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | | * |

Training Programs

- Aircraft Pilot (Private)
- Aircraft Pilot (Professional)

Jim and I Aviators

Contact Information

Physical and Mailing Address:
6030 Old Oregon Trail
Redding, CA 96002

Phone: (530) 221-5300
Fax: None Provided
Website: None Provided
Email: None Provided

Accreditation

- Federal Aviation Administration

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Aircraft Pilot (Private)
- Aircraft Pilot (Professional)
- Commercial and Instrument Rating

MicroEnterprise Assistance Program

Contact Information

Physical and Mailing Address:
1003 Yuba Street
Redding, CA 96001

Phone: (530) 225-2780
Fax: (530) 225-2779
Website: www.ncide.org/refserv.scedd.htm
Email: byzick@scedd.org

Accreditation

- None Provided

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | | * |

Training Programs

- Small Business Start-Up Workshops

National University, Redding

Contact Information

Physical and Mailing Address:
2195 Larkspur Lane
Redding, CA 96002

Phone: (530) 226-4000
Fax: (530) 226-4040
Website: www.nu.edu
Email: None Provided

Accreditation

- American Association of Colleges for Teacher Education
- American Association of Intensive English Programs
- California Commission on Teacher Credentialing
- Commission on Collegiate Nursing Education
- Distance Education and Training Commission (Pending)
- National League for Nursing Accrediting Commission
- Western Association of Schools and Colleges

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | * | |
| Distance Learning | * | |
| Financial Aid | * | |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

Bachelor of Arts with Major in:

- Interdisciplinary Studies
- Behavioral Science

Bachelor of Business Administration

Bachelor of Science Information Technology

Master of Arts with Major in:

- Counseling Psychology

Master of Business Administration

Master of Education, Cross-Cultural Teaching with a Multiple or Single Subject Credential

Credentials:

- CLAD certificate
- Preliminary and Professional Clear Multiple Subject Teaching Credential with CLAD
- Preliminary and Professional Clear Single Subject Teaching Credential with CLAD

New Life Institute School of Massage Therapy

Contact Information

Physical and Mailing Address:
1159 Hilltop Drive
Redding, CA 96002

Phone: (530) 222-1467
Fax: (530) 222-3489
Website: None Provided
Email: None Provided

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Massage

North State Technical Institute

Contact Information

Physical Address:
8865 Airport Road, Suite E
Redding, CA 96002

Mailing Address:
PO Box 359
Anderson, CA 96007

Phone: (530) 222-7456
Fax: (530) 226-7457
Website: www.c-zone.net/nsti
Email: bsti@c-zone.net

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Electrical and Electronics Equipment Installer and Repairer
- Electrical, Electronic and Communications Engineering Technician
- Electronic Security Design, Installation and Service
- Fire Protection and Safety Technician

North Valley Helicopters

Contact Information

Physical and Mailing Address:
3770 Flight Avenue
Redding, CA 96002

Phone: (530) 222-3122
Fax: None Provided
Website: None Provided
Email: None Provided

Accreditation

- Federal Aviation Administration

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | | * |

Training Programs

- Aircraft Pilot (Private)
- Aircraft Pilot and Flight Instructor (Professional)

Regional Volunteer Center/ Retired Senior Volunteer Program (RSVP)

Contact Information

Physical and Mailing Address:
1670 Market Street, Suite 300
Redding, CA 96001

Phone: (530) 225-5803
Fax: (530) 225-5178
Website: None Provided
Email: rsvp@snowcrest.net

Accreditation

- None Provided

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | | * |
| On-Site Child Care | * | |
| Open Entry/Open Exit | * | |
| Veteran Approved | | * |

Training Programs

- Basic Reading
- Basic Writing

Shasta Bible College

Contact Information

Physical and Mailing Address:
2980 Hartnell Avenue
Redding, CA 96002

Phone: (530) 221-4275
Fax: (530) 221-6929
Website: www.shasta.edu
Email: ggunn@shasta.edu

Accreditation

- Association of Christian Schools International
- Bureau For Private Post Secondary and Vocational Education
- Transnational Association of Christian Colleges and Schools

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | * | |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Bible and Biblical Studies
- Pre-Elementary, Early Childhood and Kindergarten Teacher Education
- School and Church Administration
- Teacher Education, Specific Academic and Vocational Programs

Shasta College

Contact Information

Physical Address:

11555 Old Oregon Trail
Redding, CA 96003

Mailing Address:

PO Box 496006
Redding, CA 96049-6006

Phone: (530) 225-4600

Fax: (530) 225-4990

Website: www.shasta.cc.ca.us

Email: kistler@dlj.shasta.cc.ca.us

Accreditation

- Western Association of Schools and Colleges

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | * | |
| Financial Aid | * | |
| Job Placement | * | |
| On-Site Child Care | * | |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

Shasta College is a community college that offers Associate Degree Transfer/General Education (T/GE) programs, Associate Degree Vocational/Occupational (V/O) programs and Certificate (C) programs. The school has organized its course offerings into five Instructional Centers of Excellence.

Center for Arts, Culture, and Society

- Anthropology [T/GE]
- Art [T/GE; V/O]
- Communication Arts [T/GE; V/O]
- Economics [T/GE]
- English [T/GE]
- Foreign Languages [T/GE]
- Geography [T/GE]
- History [T/GE]
- Humanities [T/GE]
- Journalism [V/O; C]
- Music [T/GE; V/O; C]
- Philosophy [T/GE]
- Political Science [T/GE]
- Sociology [T/GE]
- Theatre Arts [T/GE; V/O; C]

Shasta College (continued)

Center for Public Safety, Sports and Fitness

- Administration of Justice [V/O]
- Fire Technology [V/O]
- Fire Technology – Oil Fire [C]
- Fire Technology – Wildland Fire Suppression [C]

Center For Business and Technology

- Accounting Clerk / Bookkeeper [C]
- Architectural Drafting Technology [V/O; C]
- Aviation Maintenance Technology [V/O; C]
- Business Administration [V/O]
- Civil Engineering Technology [V/O; C]
- Computer Electronics [V/O]
- Computer Maintenance [C]
- Computer Repair [C]
- Culinary Arts [V/O; C]
- Drafting Technology [V/O; C]
- Electronics Technology [V/O]
- Engineering [T/GE]
- Information Processing Specialist [V/O; C]
- Legal Assistant [V/O]
- Mathematics [T/GE]
- Mechanical Drafting Technology [V/O; C]
- Real Estate [C]
- Records Management (File Clerk) [V/O; C]
- Retail Clerk [C]
- Secretary – Executive Office Assistant [V/O]
- Secretary – Legal [V/O]
- Transcriptionist – Legal [C]
- Transcriptionist – Medical [C]

Center for Human Development

- Early Childhood Education [V/O]
- Home Economics [V/O]
- Medical Assisting – Clinical [C]
- Nurse Aide / Home Health Aide [C]
- Nursing – Association Degree [V/O]
- Nursing – Vocational [C]
- Psychology [T/GE]
- Residential Care Counselor [V/O; C]
- Teacher Aide [C]
- Teacher Assistant [V/O]

Center for Science, Industry and Natural Resources

- Agriculture – Business [V/O]
- Agriculture – Production [V/O]
- Anatomy [T/GE]
- Anthropology [T/GE]
- Automotive Technology [V/O; C]
- Biology [T/GE]
- Botany [T/GE]

Shasta College (continued)

Center for Science, Industry and Natural Resources (continued)

- Chemistry [T/GE]
- Construction Technology [V/O; C]
- Diesel Technology [V/O; C]
- Equine Science [V/O; C]
- Equipment Operations and Maintenance [C]
- Environmental Horticulture Management [V/O; C]
- Geology [T/GE]
- Horticulture – Floral Design [C]
- Horticulture – Retail Nursery Sales [C]
- Microbiology [T/GE]
- Natural History [T/GE]
- Natural Resources [V/O; C]
- Natural Resources – Chain Saws Operation and Maintenance [C]
- Natural Resources – Log Scaling [C]
- Natural Resources – Lumber Grading [C]
- Natural Resources – Surveying [C]
- Physics [T/GE]
- Physiology [T/GE]
- Water/Waste Water Treatment [C]
- Welding Technology [V/O; C]

Shasta School of Cosmetology

Contact Information

Physical and Mailing Address:
678 N. Market Street
Redding, CA 96003

Phone: (530) 243-7990
Fax: (530) 243-0632
Website: None Provided
Email: None Provided

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Cosmetology
- Instructor Training
- Manicuring

Shasta-Trinity Regional Occupational Program

Contact Information

Physical and Mailing Address:
4659 Eastside Road
Redding, CA 96001

Phone: (530) 246-3302
Fax: (530) 246-3306
Website: www.shastalink.k12.ca.us/rop/rop2
Email: shastarop@shastalink.k12.ca.us

Accreditation

- California State Department of Education (Note: Only courses are approved)
-

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | | * |

Training Programs

- Accounting Technician
- Agricultural Mechanization
- Agriculture and Agricultural Science
- Animal Sciences
- Auto Mechanic and Technician
- Banking and Financial Support Services
- Building and Property Maintenance and Management
- Business Marketing and Marketing Management
- Child Growth, Care and Development Studies
- Communications
- Computer Science
- Construction and Building Technician
- Cosmetologist
- Dental Assistant
- Electrical and Electronic Drafting
- Fire Science and Firefighting
- Food and Beverage and Restaurant Operations Manager
- General Office, Clerical and Typing Services
- Health and Medical Preparatory Programs
- Heavy Equipment Maintenance and Repairer
- Horticultural Science
- Landscaping Operations and Management
- Law Enforcement and Police Science

Shasta-Trinity Regional Occupational Program (continued)

- Marketing and Distribution Operations
- Mechanics and Repairers
- Medical Assistant
- Medical Laboratory Technician
- Medical Office Management
- Natural Resources Management and Protective Services
- Nurse Assistant and Aide
- Pharmacy Technician and Assistant
- Photography
- Veterinarian Assistant and Animal Health Technician

Sierra West Academy

Contact Information

Physical and Mailing Address:
443 Redcliff Drive, Suite 200
Redding, CA 96002

Phone: (530) 224-7227
Fax: (530) 224-7226
Website: www.sierrawestacademy.com
Email: info@sierrawestacademy.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | * | |
| Veteran Approved | * | |

Training Programs

- Accounting Technician
- Business and Social Skills
- Drafting, AutoCAD
- Electrical and Electronics Equipment Installer and Repairer
- Electrical, Electronic and Communications Engineering Technician
- General Office, Clerical and Typing Services
- Medical Administrative Assistant, Secretary and Billing Clerk
- Receptionist

Simpson College

Contact Information

Physical and Mailing Address:
2211 College View Drive
Redding, CA 96003

Phone: (530) 224-5606
Fax: (530) 224-5627
Website: www.simpsonca.edu
Email: scline@simpsonca.edu

Accreditation

- Western Association of Schools and Colleges

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | * | |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | * | |
| Job Placement | | * |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | * | |

Training Programs

- Administration of Special Education
- Bible and Biblical Studies
- Business Administration and Management
- Communications
- Education
- Educational Supervision
- English Language and Literature
- English Teacher Education
- History
- Human Resources Management
- Liberal Arts and Sciences and Liberal Studies
- Mathematics
- Missions, Missionary Studies and Missiology
- Music
- Music Teacher Education
- Pastoral Counseling and Specialized Ministries
- Psychology
- Reading, Literacy and Communication Skills
- Reading Teacher Education
- Social Science Teacher Education
- Social Sciences
- Teacher Education, Multiple Levels, Specific Academic and Vocational Programs
- Theological and Ministerial Studies
- Theological Studies and Religious Vocations
- Theology and Theological Studies

Travel School of Redding

Contact Information

Physical and Mailing Address:
227 Locust Street
Redding, CA 96001

Phone: (530) 244-1431
Fax: (530) 244-7061
Website: www.avantitravel.com
Email: school@avantitravel.com

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | * | |
| Distance Learning | | * |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Professional Travel Agent
- Travel Services Marketing Operations

United Educational Services

Contact Information

Physical and Mailing Address:
942 Merchant Street
Redding, CA 96002

Phone: (530) 226-6415
Fax: (530) 226-0161
Website: www.unitededucational.com
Email: None Provided

Accreditation

- Bureau For Private Post Secondary and Vocational Education

Services Offered

| | YES | NO |
|----------------------|-----|----|
| Career Development | | * |
| Counseling | | * |
| Distance Learning | * | |
| Financial Aid | | * |
| Job Placement | * | |
| On-Site Child Care | | * |
| Open Entry/Open Exit | | * |
| Veteran Approved | | * |

Training Programs

- Real Estate

Apprenticeships

Apprenticeship training is designed through the cooperative efforts of industry and government to provide an efficient, cost-effective method for employers to use in getting the skilled industry-trained employees they need.

The apprenticeship system is founded on practical, on-the-job training and related academic instruction. Planned to meet the needs of a particular industry or occupation, these programs vary in length from one to five years.

When their training is completed, apprentices receive certificates issued by the State of California Division of Apprenticeships Standards which give them recognition throughout their industry as fully qualified and skilled employees.

For further information contact:

State of California
Department of Industrial Relations
Division of Apprenticeship Standards
1515 Clay Street, Suite 602
Oakland, CA 94612
Phone: (510) 622-3259
Fax: (510) 622-3265

The following apprenticeship programs are currently available in Shasta County:

Carpenters

Carpenters Union Local 1599
910 Locust Street
Redding, CA 96001
Phone: (530) 241-2022
Fax: (530) 241-2023

Electricians

Shasta/Butte Electrical Industry Joint Apprentice Training Committee
900 Locust Street
Redding, CA 96001
Phone: (530) 241-2468
Fax: (530) 241-0319

For additional information on apprenticeship programs throughout northern California, please refer to the Northern California Training Directory 1999-2000 (see page 138).

Training Providers for 1999 Surveyed Occupations

These training providers offer training and skills to succeed in the 1999 studied occupations. For more information on these providers, please refer to the Training Directory starting on page 138.

Automotive Body and Related Repairers OES 853050

- Shasta-Trinity Regional Occupational Program
- Shasta College

Bill and Account Collectors OES 535080

- Shasta College
- Sierra West Academy

Child Care Workers OES 680380

- Shasta-Trinity Regional Occupational Program
- Shasta Bible College
- Shasta College

Dental Assistants OES 660020

- Shasta-Trinity Regional Occupational Program

Educational Administrators OES 150050

- National University, Redding
- Shasta College
- Simpson College

Electricians OES 872020

- North State Technical Institute
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy
- Apprenticeship: Shasta/Butte Electrical Industry Joint Apprentice Training Committee

Financial Managers OES 130020

- Advance Computer Institute
- Grant & Resource Center of Northern California
- Simpson College

General Managers and Top Executives OES 190050

- Grant & Resource Center of Northern California
- Shasta College
- Simpson College

Hairdressers, Hairstylists and Cosmetologists OES 680050

- Shasta-Trinity Regional Occupational Program
- Shasta School of Cosmetologists

Heating, Air Conditioning and Refrigeration Mechanics and Installers OES 859020

- Shasta-Trinity Regional Occupational Program

Home Health Aides OES 660110

- Shasta-Trinity Regional Occupational Program
- Shasta College

Legal Secretaries OES 551020

- Advanced Computer Institute
- Shasta College

Medical Assistants OES 660050

- Advance Computer Institute
- Between the Lines
- Shasta-Trinity Regional Occupational Program
- Shasta College
- Sierra West Academy

Order Fillers, Wholesale and Retail Sales OES 580260

- Shasta College (Retail Clerk)

Receptionists and Information Clerks OES 553050

- Advanced Computer Institute
- Community Employment Center Learning Labs, Anderson and Redding
- Shasta-Trinity Regional Occupational Program
- Sierra West Academy

Stock Clerks – Stockroom, Warehouse, Storage Yard OES 580230

- Future Trucking Professionals (Forklift)

Systems Analysts – Electronic Data Processing OES 251020

- Advance Computer Institute
- Between the Lines
- Computer Learning Center
- Shasta College

Vehicle Salespersons – Retail OES 490111

- Shasta-Trinity Regional Occupation Program
- Shasta College
- Sierra West Academy

Please Note:

Specific training programs are not available for **Amusement and Recreation Attendants** (OES 680140) and **Bartenders** (OES 650050).